FP7 People

Croatian Researcher's Mobility Network (HR-MOB)

Proposal full title:	**Croatian Researcher's Mobility Network**
Proposal acronym:	**HR-MOB**
Type of funding scheme:	Coordination and support actions (Support)
Work programme topics addressed:	**PEOPLE**
Name of the coordinating person:	**Neven Duić**

List of participants:

Participant no. *	**Participant organisation name**	**Country**
1 (Coordinator)	Agency for Mobility and EU Programmes (AMEUP)	Croatia

Zagreb, November 9, 2007

Table of Contents

Table of Contents 2
Project Summary: 3
1. Scientific and/or technical quality, relevant to the topics addressed by the action 5
1.1. Concept and objectives 5
1.2. Quality and effectiveness of the support action mechanisms, and associated work plan 8
2. Implementation 22
2.1. Management structure and procedures 22
2.2. Individual participants 23
2.3. Consortium as a whole 25
2.4. Resources to be committed 25
3. Impact 26
3.1. Expected impacts listed in the work programme 26
3.2. Spreading excellence, exploiting results, disseminating knowledge 26
4. Ethical Issues 27

Project Summary:

The main objective of the HR-MOB project is to develop Croatian **researcher's mobility network** consisting of the **Bridgehead Organisation** (BHO), which will in the same time serve as **Mobility centre** (MoC), and a number of contact points like universities, research institutes, governmental agencies and companies and to connect and incorporate them into one system facilitating researchers' mobility and integration of Croatian Research Area into European Research Area. The project will draw experience and will build on mapping exercise accomplished as part of WEB-MOB project.

The Agency for Mobility and EU Programmes has been established by the Act on the Agency for Mobility and EU Programmes adopted by the Parliament of the Republic of Croatia in October 2007.

In Croatia the organizations responsible for researchers' mobility are the ones dealing with research in general, namely the universities, higher education institutions, research institutes and research departments in some firms (referred to as research centres hereafter). There is so far no particular organization that could be designated as Mobility Centre, although all universities and large research institutes have established international cooperation offices that include administrative staff called **science managers** (referred to as contact points hereafter). The network of science managers has been established by the Ministry of Science, Education and Sports as one of the measures for increasing absorption capacity for FP7, and the Ministry will fully fund them. Their work is related exclusively to assisting researchers with preparing proposals and implementation of international research projects, primarily FP7, comprising also the mobility of researchers, which is expected to increase significantly. So far there is no organization on the national level taking care of all the provisions of information and proximity assistance to the researchers, although a significant part of necessary information services can be found at different governmental bodies. No formal network is established among the research institutions in a view to encourage the flow of information, experiences and good practices related to this specific field. As a result, these tasks have to be carried out by the research centres themselves on the individual basis and for each individual case.

Since Croatian research sector is relatively small and most of the research is concentrated in Zagreb, one Mobility Centre will be established. Such mobility network structure is modelled on similar networks: Cyprus, Finland, Germany, Malta, Lithuania, and Luxembourg.

The mobility network itself will not replace the existing structures, but provide necessary means for a better co-operation and networking between existing and newly created structures focusing on three main objectives:

a) To create Croatian mobility network involving universities, research institutes, governmental agencies and companies to connect and incorporate them into one system facilitating researchers' mobility through the mobility centre.
b) To develop quality assistance in mobility issues to researchers in dealing with legal and administrative matters like visa issues, temporary stay, work and residence permits, health and social security issues, as well as to develop services and proximity assistance by various means and deliver practical information on accommodation, day-care or education for children and give advice on job opportunities for the accompanying partner.

c) To provide training facilities to officials and administrators dealing with mobility, particularly within universities.

Tasks to be performed:

- Development of the Croatian Mobility Network consisting of the BHO/MoC and a number of contact points like universities, research institutes, governmental agencies and companies to connect and incorporate them into one system facilitating researchers' mobility through the Bridgehead Organization. The network will provide quality proximity assistance to incoming, including expatriate, and / or outgoing researchers in dealing with legal and administrative matters, develop services and proximity assistance by various means and deliver practical information on accommodation, day-care or education for children and give advice on job opportunities for the accompanying partner.
- Provision of training facilities to key persons from contact points organizations and the personnel of the BHO.
- Setting up of a Researcher's Mobility Portal (RMPortal), providing all the aforementioned information to the mobile researchers
- Networking with ERA-MORE

Expected results:

- Creation of an operational Croatian mobility network, mobility centre and researcher's mobility portal

1. Scientific and/or technical quality, relevant to the topics addressed by the action

1.1. Concept and objectives

The integration of Croatia's research community into the European Research Area (ERA) is essential to its approaching integration into the European Union, and will be a precursor of its full integration into the European economic area and European society as a whole. With its society in transition towards a knowledge-based economy and a more specialised economy, its research has to adapt to the new context, which it can do only by establishing networks linking research and economy and integrate them into the regional ones and in particular into the European Research Area (ERA). From this viewpoint the international scientific and technological cooperation is of essential importance for the successful technological development of Croatia as a small country, which on one hand needs tertiary education capacity of wide spectrum, and on the other hand it needs research excellence in a smaller number of sectors, linked to the process of specialisation of the economy.

Despite limited investments, the Croatian scientific and R&D activity is relatively well developed. In 2004 the Croatian research and development organisations employed 15,930 people, expressed as full time equivalent (FTE), of whom 10073 were researchers, either with full-time (9474) or part-time (599) status. The most of researchers were employed in higher education, 61%, government sector 28%, and only 11% in business sector research centres (only Lithuania in EU25 had less). Higher education R&D sector had 8685 employed, out of which 6103 were researchers (5872 full time), governmental sector, including public institutes and state-owned companies, had 4101 employed (2801 researchers, 2442 full time) and business R&D sector had 3144 employed (1169 researchers, 1160 full time).

Out of 9474 full time researchers in 2004, 4459 had PhD level, 2232 MSc level and 2725 BSc level. In higher education, out of 5872 full time researchers 3094 had PhD, 1189 MSc and 1489 BSc. In governmental R&D sector out of 2442 researchers, 1138 had PhD, 766 MSc and 533 BSc. In private R&D out of 1160 full time researchers, 127 are with PhD, 277 with MSc and 703 with BSc.

The number of FTE researchers per 1000 employees in Croatia, which was 3.8 in 2003, is better than in some of EU member states, but much lower than Japan and US. On the other hand, with 5.4 science and technology graduates per 1000 of population aged 20-29 Croatia is at the tail of EU, being better only to Hungary. Also, with 0.26 science and technology PhDs awarded in 2004 per 1000 of population 25-34 is at half of EU15 level but better than Italy, Portugal or Greece. The R&D expenditure made 1.22% of GDP in 2004, lower than in EU27, but higher than in most new member states and southern EU members. So far, the Government has been the main investor in R&D sector, with the private sector contributing only a third of R&D expenditure. Science and Technology Policy of the Republic of Croatia 2006-2010 adopted by the Croatian Government includes increased investment into science, particularly by the private sector.

The estimation of investment efficiency for the past period shows that these investments have contributed to increased scientific productivity, which is also the consequence of introducing increasingly strict scientific indicators in the processes of ex-ante and ex-post evaluation of projects and programmes. Considering the number of scientific publications per 100,000

inhabitants, Croatia is higher than the average in the EU15, but the data might not be consistent.

Indicators for monitoring of implementation of the Action Plan for Science and Technology Policy of the Republic of Croatia 2006-2010 include:

R&D expenditure as percentage of GDP, GERD
2004: 1.22% *target: 10% annual increase*
Number of researchers (FT) per 1000 labour force
2003: 3.8 *target: 10% annual increase*
Number of patent applications to the EPO per million labour force
2002: 48.8 *target: 5% annual increase*
Number of Science & Engineering (SE) graduates per 1000 population aged 20-29
2004: 5.4 *target: 12% annual increase.*

The migration of researchers to developed countries has been for decades negative for the Croatian research sector and industry. Main measures against brain-drain currently implemented by the Ministry of Science, Education and Sports include as follows:

- The Unity through Knowledge Fund includes:
  a) programmes for Croatian scientists working abroad to return and work in Croatia and
  b) joint projects implemented by Croatian scientists working abroad and Croatian research institution (includes mobility)
- Encouraging academic community to participate in FP7 People Programme (workshops, seminars organised by FP7 NCPs).

Both of these measures aimed at replacing brain-drain by brain-circulation have encountered the same bottleneck: non-existence of the Mobility Centre that could facilitate researchers' mobility. Therefore, the users of services offered by the Croatian Mobility Centre will be also Croatian scientists wishing to work in Croatia for a limited period, or move back to Croatia, respectively.

In Croatia, the organizations that deal with research mobility are the ones dealing with research in general, namely the universities, higher education institutions, research institutes and research centres in some companies. Some of those institutions have administrative international cooperation offices that have **science managers**, in charge of FP and the other international research projects including mobility issues, and those are the potential contact points. The network of science managers cooperates closely with the network of FP7 national contact points at the Ministry of Science, Education and Sports (Department for European Integrations - 2) and Croatian Institute of Technology, Zagreb (7). At present there are 10 science managers (University of Rijeka - 4, University of Zagreb – 3, University of Dubrovnik - 1, Ruđer Bošković Institute – 2). The Ministry expects that all Croatian universities will appoint their science managers until spring 2008. Their total number will amount to 20.

There is so far no particular organization that could be designated as Mobility Centre, so most of the incoming mobility issues were addressed to the Ministry of Science, Education and Sports. No formal network is established among the research institutions in a view to encourage the flow of information, experiences and good practices related to this mobility of

researchers. As result, these tasks have to be carried out by the research institutions themselves on the individual basis and for each individual case.

There were altogether 230 research institutions in Croatia in 2004. There are several types of research organisations in Croatia: the universities (Zagreb, Split, Rijeka, Osijek, Zadar, Dubrovnik and Pula), which are just umbrella organisations of independent Faculties, Departments and Academies, also there are polytechnics (Gospić, Karlovac, Knin, Požega, Rijeka, Slavonski Brod, Šibenik, Varaždin, Velika Gorica, Vukovar, 2 in Zagreb), public research institutes (Institute Ruđer Bošković, etc.), private institutes, and research centres in the government and private sector. Research is advancing and faculty exchanges with experts from all over the world are being promoted, but nearly only on short term basis.

Since out of 136 higher education institutions in 2005, including faculties, academies, independent departments, polytechnics and higher schools, 61 are in north eastern Croatia, that clearly gravitates to Zagreb, it was decided to create at this stage only one MoC, in Zagreb.

Information with more general profile for incoming scholars is available on several web sites and brochures, containing also some practical information for researchers. Also, the extensive mapping exercise and a creation of mobility guide by the WEB-MOB project financed under FP6 programme, has delivered a useful starting point for integrating Croatia into ERA-MORE: http://www.web-mob.eu.

In the frame of WEB-MOB implementation a short questionnaire was sent to most of universities, faculties, research institutes, public institutes and private R&D units that work on the field of research as there were no reliable available data on the incoming mobility available. Responsible for human resources and mobility as well as selected number of research institutes were interviewed to acquire a clear picture of the present state of provision of information and proximity assistance to researchers. Available practical information for researchers was studied on national web pages to determine the access and structure of relevant information for researchers planning a stay in Croatia. Foreign researchers found to be in Croatia were interviewed as well.

However the information available needs to be integrated into the Croatian research area, by having researchers use it more extensively, by developing full-scale national mobility researcher's portal, and by involving as many institutions as possible into national mobility network, making them stakeholders in mobility.

The main objective of the HR-MOB project is to establish researcher's mobility network in Croatia which will help integration of Croatian Research Area into European Research Area. The mobility network will consist of Bridgehead organisation and Mobility Centre, both established as part of a new Agency for Mobility and EU Programmes, and also contact points at research institutions. The network will help develop and start-up mobility information services to researchers and research institution. The mobility information services will include information dissemination as well as personal assistance offered by the mobility centre personnel to facilitate researchers' mobility. The project will draw experience and will build on mapping exercise accomplished as part of WEB-MOB project.

The Mobility Centre itself will not replace the existing structures, but provide necessary means for a better co-operation and networking between existing and newly created structures focusing on three main objectives:

a) To create Croatian mobility network involving universities, research institutes, governmental agencies and companies to connect and incorporate them into one system facilitating researchers' mobility through the mobility centre.
b) To develop quality assistance in mobility issues to researchers in dealing with legal and administrative matters like visa issues, temporary stay, work and residence permits, health and social security issues, as well as to develop services and proximity assistance by various means and deliver practical information on accommodation, day-care or education for children and give advice on job opportunities for the accompanying partner.
c) To provide training facilities to officials and administrators dealing with mobility, particularly within universities.

1.2. Quality and effectiveness of the support action mechanisms, and associated work plan

In order to facilitate researcher mobility in Croatia, HR-MOB project will set up Croatian mobility network consisting of the Bridgehead Organisation hosted by the Agency for mobility and EU programmes, and the contact points. The Mobility centre's staff will include a coordinator, project manager and several assistants. It will also be helped by a Steering group, made of contact points at various ministries and research community. The part of the mobility network between Mobility centre and contact points at the research institution will have two layers, wider one including contact points at all research institutions as bidirectional information channel and the core one at main research institutions that will participate in the mobility process. Contact points of the core group will be so called science managers, administrative officers in charge of EU projects and researchers' mobility, that are being established in all universities and some faculties, around 20 of them. Contact points of the wider group will be a person nominated as a contact person by the institution, around 200 of them at the most. The goal is to have a contact point at each of higher education institutions, research institutes and research centre. The core group will be contacted frequently, through online meetings and workshops and will be offered training, while all contact persons will be informed through newsletters, web portal, and will be offered training. In order to increase awareness of the Mobility centre an awareness campaign will reach most of Croatian researchers. In order to increase visibility of mobility in general public a launching event will be organised.

Help desk for researcher will be established in order to facilitate legal procedures for incoming, including expatriate, researchers, as well as to disseminate information to all interested parties. It will be a place where any researcher could turn in case of a mobility related problem that he/she or his/she institution does not know or cannot solve. The help desk will be reachable by email, web form and by phone and in person in regular working hours. A mobility handbook for research institution science managers will be prepared in form of frequently asked questions. Mobility guide for incoming researchers will be produced and published on the web portal, as well a digested version in hardcopy. Mobility guide for outgoing researchers will be prepared in order to facilitate their return and keeping contact with the emitting institution.

The main information tool of the Croatian Mobility centre will be the web portal. The national portal will primarily be designed with the needs of researchers coming to Croatia and feature practical information, research job opportunities, information about fellowships and grants, the Croatian research landscape etc. The Croatian Researcher's Mobility Portal will be developed in line with the European RMPortal according to guidelines and standards established by the European Commission, as to guarantee interoperability and compliance with the first. The web portal will also have a section with links to all legislation and legal documents, database of all contact points in research institutions, subscribe/unsubscribe to newsletters and news, it will have easy to use web based web pages editor, so that web pages could be maintained by non-professionals. It will also have intranet layer, open only to registered users, which will handle FAQ in forum based format (question, answers, comments). The portal will be in English and its layout and logo will mirror the European RMPortal's one.

The publishing of job vacancies by Croatian research institutions will be done directly on the European Portal. The information will be send as a RSS file to be displayed on both the Croatian RMPortal and single organisation's web-site. Advertisements will give a broad description of knowledge and competencies required, and should not be so specialised as to discourage suitable applicants. Employers should include a description of the working conditions and entitlements, including career development prospects. Moreover, the time allowed between the advertisement of the vacancy or the call for applications and the deadline for reply should be realistic. Bridgehead organisation staff will monitor the quality of advertisements.

Figure 1: Gantt diagram

Table 1.3 a: Work package list

Work-pack-age No	Work package title	Type of activity	Lead partner No	Person-months	Start month	End month
1	Project management	MGT	1	8	1	36
2	National mobility network	SUPP	1	15	1	36
3	Information and assistance for researchers	SUPP	1	43	4	36
4	Dissemination	SUPP	1	11	7	36
5	Training for mobility network members	SUPP	1	6	13	36
6	National Mobility Portal	SUPP	1	13	1	36
				95		

Table 1.3 b: Deliverables List

Del.	Deliverable name	WP	Nature	Dissemination	Delivery

no.		no.		level	date
D1.1.1	First annual progress reports	1	R	RE	M13
D1.1.2	Interim report	1	R	RE	M25
D1.1.3	Final reports	1	R	RE	M37
D1.2	Setting up of a steering group (list of members)	1	O	PU	M2
D1.3	Minutes of Steering Group meetings	1	R	RE	M36
D2.1	Project Initiation Document	2	R	RE	M2
D2.2	Updated contact point database and contact point mailing list	2	O	RE	M3
D2.3	Establishment of core group of Mobility Network	2	O	RE	M3
D2.4	Draft of Mobility handbook	2	R	RE	M14
D2.5	Follow-up report on Croatian mobility network. Who is who in Croatian mobility?	2	R	RE	M30
D2.6	Final version of Mobility handbook,	2	R	RE	M36
D3.1	Help desk manual	3	R	RE	M4
D3.2	Draft of Mobility guide for incoming researchers published at portal	3	O	PU	M6
D3.3	Mobility guide for incoming researchers published, year 1	3	R	PU	M12
D3.4	Mobility guide for incoming researchers published, year 2	3	R	PU	M24
D3.5	Final version of Mobility guide for incoming researchers published at portal	3	O	PU	M35
D3.6	Help desk activity log	3	R	RE	M36
D3.7	Mobility guide for incoming researchers published, year 3	3	R	PU	M36
D4.1	Awareness raising campaign,	4	O	PU	M9
D4.2.1	Mobility workshops 1	4	O	RE	M14
D4.2.2	Mobility workshops 2	4	O	RE	M18
D4.2.3	Mobility workshops 3	4	O	RE	M22
D4.2.4	Mobility workshops 4	4	O	RE	M26
D4.2.5	Mobility workshops 5	4	O	RE	M30
D4.3.1	Newsletter 1	4	O	PU	M10
D4.3.1	Newsletter 2	4	O	PU	M16
D4.3.3	Newsletter 3	4	O	PU	M22
D4.3.4	Newsletter 4	4	O	PU	M28
D4.3.5	Newsletter 5	4	O	PU	M34
D4.4	Launching Event	4	O	PU	M11
D4.5.1	Annual meeting with research institutes in industry I	4	O	PU	M11
D4.5.2	Annual meeting with research institutes in industry II	4	O	PU	M26
D4.5.3	Annual meeting with research	4	O	PU	M35

	institutes in industry III				
D5.1.1	Training sessions 1	5	O	RE	M14
D5.1.2	Training sessions 2	5	O	RE	M18
D5.1.3	Training sessions 3	5	O	RE	M22
D5.1.4	Training sessions 4	5	O	RE	M30
D5.2	Training follow-up and monitoring report	5	R	RE	M36
D6.1	Prototype of Croatian RMPortal	6	O	PU	M5
D6.2	Final Croatian mobility portal,	6	O	PU	M26

Work package number	1	**Start date or starting event:**	Month 1
Work package title	**Project management**		
Activity title	MGT		
Participant number	1		
Person-months per participant:	8		

Objectives

- To ensure effective co-ordination and collaboration within the project and monitoring progress
- To ensure the fulfilment of the project activities within time schedule and budget constraints
- To ensure overall project planning and scheduling
- To organise project team meetings and setting up of the Steering Committee
- To coordinate the preparation and distribution of reports
- To ensure effective coordination between the project and external organisations
- To coordinate the financial management

Description of work

Task 1.1 Project management

The Croatian ERA-MORE coordinator will, after consultation with the Steering group, make strategic decisions. The project manager, which will be appointed after the start of the project, will manage day to day activities, be responsible for deliverables and reports. The project manager will be responsible for securing the smooth running of the project. The project management will include monitoring of the work of MoC, especially its helpdesk, as well as the work of contact points, the success of training sessions, and quality of job vacancy advertisements.

Task 1.2 Interaction with the European Commission

The coordinator and project manager will interact and report to the European Commission and represent the Croatian bridgehead organisation at the European level.

Task 1.3 Steering group

Steering group will be nominated and will act as a consultative body for the Mobility Centre. Steering group will be helping removing barriers in Croatian administration, by increasing efficiency of implementation of legislation.

Deliverables

D1.1 Annual and final reports, M13, M25, M37
D1.2 Setting up of a steering group (list of members), M2
D1.3 Minutes of Steering Group meetings, M36

Milestones and expected result

M1.1 Appointment of project manager, M1
M1.2 The steering group will formally be established at the very beginning of the project, M2

Results:

The appointment of a project manager and the establishment of the steering group will contribute to the smooth running of the project and secure the feed-back of potential users of the services being developed and provided in the framework of the project.

Work package number	2	**Start date or starting event:**	Month 1
Work package title	**National Mobility network**		
Activity title	SUPP		
Participant number	1		
Person-months per participant:	15		

Objectives
The objective of this work package is to establish national researcher's mobility network by assigning Agency for Mobility and EU Programmes as Bridgehead Organisation, by setting up Mobility Centre and by setting up communication channels between the Mobility Centre and higher education institutions, institute and relevant companies with R&D capabilities.

Description of work
The mobility network will consists of Bridgehead Organisation/Mobility Centre and contact points at research institutions.

Task 2.1 Bridgehead Organisation
The Bridgehead organisation will be established at the Agency for mobility and EU programmes. It will be headed by the ERA-MORE coordinator and HR-MOB project coordinator. It will share staff with Mobility Centre. The objective of the BHO is to coordinate the mobility network and to network with ERA-MORE European networks. Project Initiation Document will be prepared providing the terms of reference, project objectives and mandate to the project manager, who is to be appointed to run the project, as well as following issues:

- Appropriateness of the management structure and procedures
- Quality and relevant experience of the individual participants
- Appropriateness of the allocation and justification of the resources to be committed (budget, staff, equipment)

Task 2.2 Mobility Centre
The Mobility Centre will be also established at the Agency for mobility and EU programmes. It will be headed by the project manager, and it will share staff with BHO. The staff will be employed when the project starts, according to selection criteria described in Management section of this proposal. The objectives of MoC is to assist researchers and their families during their period of mobility, in all matters relating to professional and daily lives, helping them to reach the adequate services to their needs, as well as to assist the core contact points (science managers) in research institutions and inform wider group of contact points about matters of interest to mobility. MoC officers will be sent for training to suitable EU training sessions, or workshops.

Task 2.3 Contact points database – update, send a questionnaire, and based on questionnaire, devise 2 mailing lists, general and core one.
Database of contact persons in research institutions that was collected by WEB-MOB project will be updated and two contact points mailing lists will be established, one extensive for invitations to workshops, as well for sending newsletters, and other core mobility network, for consultation purposes. The core one for consultation purposes will be including science managers at universities and large institutes, as well as the most willing contact persons in other research institutions, and will sign Declaration of Commitment.

Task 2.4 Online meetings with members of core group of mobility network
Online meetings with members of core group of mobility network will be held on monthly basis during first 6 months and later on as decided most efficient. Also, person to person communication will be continuous between core contact points and MoC. The network activities that will be undertaken in order to maintain cohesion and operability of the network will include examples of best practice, network working groups, collection of statistics, etc. Due to professional status of science managers, whose main job is to support researchers at the institutions, they will be closely involved into the mobility network. Their needs will be studied and the knowledge collected in MoC will be transferred to them.

Task 2.5 Follow-up – reporting on mobility network
The consultative process with Mobility network will be monitored, and reported. Minutes and participation

lists of all online meetings, presentation of all workshops, as well as analytical report will be kept, best practices commended and inefficiencies mapped and solutions to problems suggested.

Task 2.5 Mobility handbook
The mobility handbook will be prepared with information packages on administrative procedures and important contacts, to be used by science managers, FP7 National Contact Points (especially People NCP), and other officials. It will be made available, in a format of Frequently Asked Questions, on portals intranet area. Handbook will be available in Croatian language, since it is targeted to science managers. Due to non-existent procedures for foreign researchers coming to Croatia, it is envisaged to have it only after all necessary procedures were mapped and made passable. The document will be constantly updated, and at the end of HR-MOB project, the final versions will be delivered to science managers.

Deliverables
D2.1 Project Initiation Document, M2
D2.2 Updated contact point database and contact point mailing list, M3
D2.3 Establishment of core group of Mobility Network, M3
D2.4 Draft of Mobility handbook, M14
D2.5 Follow-up report on Croatian mobility network. Who is who in Croatian mobility? M30
D2.6 Final version of Mobility handbook, M36

Milestones and expected result
M2.1 Establishment of BHO. M1
M2.2 Establishment of MoC. M2
M2.3 Selection of core group of Mobility network contact points. M3

Results:
The mobility network will be of outmost importance in reaching out to the researchers and transferring knowledge gathered by the Mobility centre as close to the decision makers in individual mobility cases. The report to the Ministry of Education, Science and Sport will provide an input into policy making in matters related to researcher's mobility, based on experience and knowledge gathered during the course of the project.

Work package number	3	**Start date or starting event:**	Month 4
Work package title	**Information and assistance for researchers**		
Activity title	SUPP		
Participant number	1		
Person-months per participant:	43		

Objectives
The objective of this work package is to create tools for information and assistance to mobile researchers, by setting up a mobility centre help desk and by creating a comprehensive mobility guide with practical information for researchers about living and working in Croatia.

Description of work

Task 3.1 Preparation and development of help-desk activities
Mobility centre will identify and establish communication channels to officials in all relevant Ministries, that could be helpful in mobility issues, primarily Ministry of Science, Education and Sport, Ministry of the Interior Affairs, Ministry of Economy, Labour and Entrepreneurship, Ministry of Foreign Affairs and European Integration, Ministry of Finance, Ministry of Health and Social Welfare, Chamber of Commerce and Industry, and other governmental institutions and agencies that are instrumental in incoming mobility. It will lay out activities of the help desk in a form of manual, which will list of the activities which will be covered by the help desk. It will also regulate the time of first response to questions delivered to help desk, and the time of final response.

Task 3.2 Help desk
The help desk will provide researchers with assistance and information related to researchers' mobility. The requests to the help desk will be possible through emails and web forms, as well as through phone or through visits to the help desk. The Mobility centre will act as a contact point for all incoming researchers, including expatriate ones returning to Croatia, as well as outgoing researchers and researchers participating in intersectoral mobility. The mobility centre will for this purpose collect information material from various sources and build up knowledge and experience among its staff. As one of the experienced problem with the foreigners coming to Croatia (researchers and other knowledge migrants etc.) is the problem of obtaining temporary stay, work and residence permits at governmental offices. The help desk will also be helping with health and social security, family issues, pension rights etc. It will tend to put most effort in first cases of a particular procedure, and after those procedures have been documented and contact points informed on the procedures, contact points and science managers will be encouraged to take over. Outgoing researchers will be also helped, in directing them towards host country mobility centres, in opportunities of return and opportunities to use their dual position to start or enhance cooperation. The help desk will log each action, which will later serve for reporting and monitoring purposes. The log will include the list of all questions delivered to the help desk, the time of first/final response, the response itself.

Task 3.3 Mobility guide for incoming researchers
The mobility guide will be updated and improved from the one developed by the WEB-MOB project, taking intro account all the information gathered in the meantime by the help desk. The Mobility guide will be conceived as help to incoming researchers, including expatriate, and also as an introduction to welcoming researchers. The main and updated version will be edited on the web portal, and a digested version will be printed once a year. Mobility guide will be available in English language. Each yearly edition will be printed in 1000 copies.

Deliverables
D3.1 Help desk manual, M4
D3.2 Draft of Mobility guide for incoming researchers published at portal, M6
D3.3 Mobility guide for incoming researchers published, year 1, M12
D3.4 Mobility guide for incoming researchers published, year 2, M24
D3.5 Final version of Mobility guide for incoming researchers published at portal, M35
D3.6 Help desk activity log, M36

D3.7 Mobility guide for incoming researchers published, year 3, M36

Milestones and expected result
M3.1 Help desk inauguration, M4.

Results:
The help-desk will provide quality proximity assistance to researchers coming to Croatia as well as outgoing Croatian researchers. Mobility guide for incoming researchers will be produced, constantly upgrade and available in print and online.

Measurable results:
The number of inquires to the help desk, the number of inquires answered, time to respond and time to answer.

Work package number	4	**Start date or starting event:**	Month 7
Work package title	**Dissemination**		
Activity title	SUPP		
Participant number	1		
Person-months per participant:	11		

Objectives
The objective of this work package is to promote the mobility network and the portal.

Description of work
The promotion of the network and portal will be done by a formal launch and an awareness campaign, through direct mail, web portals information and workshops. Researchers will be informed about the possibilities offered by the national and European networks and portal.

Task 4.1 Awareness campaign directed towards researchers and science managers
An awareness-raising campaign will be launched when web portal, draft mobility guide and help desk will be functional order to introduce the services offered by the national and European mobility networks as well as the mobility portals. This campaign will be aimed at potential users of these services and carried out by direct mail campaign, as well as through web portals of research institutions. A leaflet and a poster will be prepared for the purpose of promotional campaign.

Task 4.2 Organisation of workshops
Several workshops will be organised to discuss the mobility issues, to be held at least one in Zagreb (M14), Split (M18), Rijeka (M22), Zadar (M26) and Dubrovnik (M30). The workshops will be targeted to science managers, contact points at other research institutions and interested researchers. They will have practical and learning character, disseminative character, and informative character. Collected questions and inquires will be used to analyse and improve information packages offered by the Mobility centre.

Task 4.3 Newsletter
Mobility and other research related news will be published on daily basis on the web portal. A short, awareness raising newsletter will be prepared every 6 months, on the main issues in mobility, and distributed by email to most of Croatian researchers. Also, newsletter will be made available online through research institution web sites. Special precautions will be taken so that researchers are free to decide on receiving the newsletter. After the first received they will be allowed to unsubscribe. The Newsletter will be linked to the European electronic one 'Europe4Researchers'

Task 4.4 Launching event and continuous public campaign
In order to promote the use of the services provided, members of the Croatian research community, the media and government officials will be invited to a attend a high profile launching event (in Zagreb) for the presentation of the mobility network and the national mobility portal. The event will be accompanied by press releases and placed articles. Once started, press releases and articles will be continuously fed to the media. To this end a distribution list of journalists, media contacts and press offices in Croatia will be established and used for dissemination.

Task 4.5 Annual meeting with research institutes in industry – academia-industry intersectorial mobility
An annual meeting on intersectorial mobility will be organised, in order to increase awareness of mobility opportunities, and also to enable better information exchange between industry and academic research. The first will be held immediately after the launching event, in Zagreb (M11). The second will be held in Zadar (M26) and third in Varaždin (M35).

Deliverables

D4.1 Awareness raising campaign (leaflet, poster, concept for the campaign), M9
D4.2.1-5 Series of mobility workshops, M14, M18, M22, M26, M30
D4.3 Newsletters, M10, M16, M22, M28, M34
D4.4 Launching Event (concept for media involvement), M11
D4.5.1-3 Annual meeting with research institutes in industry, M11, M26, M35

Milestones and expected result

M4.1 Operation of help desk and mobility guide published on the mobility portal, M6

Results:

The expected results are that most of Croatian researchers have basic information on the existence of the Mobility centre, as well that most of interested ones know how to access information. The **workshops** will help the members of the national mobility network in focusing on the needs of mobile researchers coming to Croatia and possibilities in order to improve the quality of mobility assistance. It will also provide an input to the co-ordination of activities of the network activities and help to create important personal and professional contacts between network members. It will provide opportunities for the members of the national mobility network and the researchers to discuss the project's progress and actions needed.

Measurable results

At least 50% of Croatian researchers will receive newsletter by email.
The number of participants in workshops – it will be considered successful if more than 200 people participates in mobility workshops.

Work package number	5	**Start date or starting event:**	Month 13
Work package title	**Training for mobility network members**		
Activity title	SUPP		
Participant number	1		
Person-months per participant:	6		

Objectives
The objective of this work package is to do capacity building of national mobility network by organizing training sessions on how research institutions can assist mobile researchers with problems they commonly face when living and working in Croatia.

Description of work

Task 5.1 Series of training sessions
Training sessions will be usually organised together with workshops, but they will be on-invitation, prepared for science managers, contact points or vice-deans. Training sessions will be organised on territorial and thematic principle. There will be 4 of them. The training sessions will be held in Zagreb (M14), Rijeka (M18), Split (M22) and Dubrovnik (M30). Training will be given in procedures to obtain visas, temporary stay permits, work permits, residence permits, health and social security, taxation, use of e-applications for networking with ERA-MORE like EXTRANET or European Portal, external communication and media relations, intercultural communication, customer relation, etc. The trainers will be experts from relevant Ministries, Agencies, legal experts, IT experts and HR experts.

Task 5.2 Training follow-up and monitoring
The trainers will be in charge of evaluating the training sessions:
- control and evaluation tests of the participants at the end of the training (as indicated below)
- evaluation of the quality of the training course and the participant's satisfaction

At the end of training participants will be tested through case studies. After the training, participants activity will be tracked, and compared to previous. The impact of training will be assessed.

Deliverables
D5.1-4 Training sessions (programme, list of participants, training material, evaluation), M14, M18, M22, M30
D5.2 Training follow-up and monitoring report, M36

Milestones and expected result

Results:
The seminars will help the members of the national mobility network in focusing on the needs of mobile researchers coming to Croatia and possibilities to provide the best assistance possible to this group.

Measurable results:
The number of participants in training sessions (e.g. 10 participants / session). Increase in their activity after the training.

Work package number	6	Start date or starting event:	Month 1
Work package title	National Researcher's Mobility Portal		
Activity title	SUPP		
Participant number	1		
Person-months per participant:	13		

Objectives
The objective of this work package is to develop national mobility portal.

Description of work

Task 6.1 Hosting and technical maintenance of the web site
The Agency will provide server, web space and broadband connection that will be used by the portal. It will also, together with the Ministry of Science, Education and Sports, provide support in obtaining domain name http://www.euraxess.hr (the new name supplanting eracareers). The Agency technical support will provide necessary software for web portal, like php and mySQL programmes.

Task 6.2 Design and maintenance of the portal
The national portal, whose layout will mirror the European one, will primarily be designed with the needs of researchers coming to Croatia and feature practical information, research job opportunities, information about fellowships and grants, the Croatian research landscape etc. It will be linked to the search tools on the pan-European Researcher's Mobility Portal, thus guaranteeing interoperability and compliance (i.e. through exchange of job data),and offer the possibility of registering CV and research job vacancies on the European RMPortal's database, thus receiving back from the EC a RSS file enabling Croatian jobs to be displayed on the Croatian RMPortal. The web portal will also have a section with links to all legislation and legal documents, database of all contact points in research institutions, subscribe/unsubscribe to newsletter and news, it will have easy to use web based web pages editor, so that web pages could be maintained by non-professionals. It will also have intranet layer, open only to registered users, which will handle FAQ in forum based format (question, answers, comments). The portal will be in English.

Task 6.3 The writing, updating and maintenance, including quality control of the information featured on the portal
Material prepared in other work packages will be edited for the web use. The content will be provided by MoC and contact points. The quality of the content published, including positions available, will be controlled on daily basis superficially and on monthly basis thoroughly. Links feeding the Croatian RMPortal will be put on the European one as well to guarantee full compliance of information available on the two portals.

Deliverables
D6.1 Prototype of Croatian RMPortal, M5
D6.2 Final Croatian mobility portal, M26

Milestones and expected result
M6.1 Fully functioning Portal, M5

Results:
The national mobility portal will supplement the pan-European mobility portal and provide more specific information for researchers about research in Croatia, as well as vacancies, job offers, fellowships and grants etc. The availability and accessibility of such information will make it easier for researchers coming to Croatia and therefore increase researchers' mobility.

Measurable results:
Web hits (i.e. 'Unique Visitors' and 'Page Views') will be analysed, and trends taken as a measure of success. Number of positions and CVs posted, and the trends will be taken as a measure of success.

Table 1.3d Summary of staff effort

Participant no./short name	WP1	WP2	WP3	WP4	WP4	WP6	Total person **months**
1 AMEUP	8	15	43	11	6	13	96
Total	8	15	43	11	6	13	96

Table 1.3e List of milestones

Milestone number	**Milestone name**	**Work package(s) involved**	**Expected date**	**Means of verification**
M1.1	Appointment of project manager	1	M1	Decision
M1.2	The steering group established	1	M2	Minutes
M2.1	Establishment of BHO.	2	M1	Decision
M2.2	Establishment of MoC	2	M2	Decision
M2.3	Selection of core group of Mobility network contact points	2	M3	Minutes
M3.1	Help desk inauguration	3	M4	Decision
M4.1	Operation of help desk and mobility guide on the mobility portal	4	M6	Minutes
M6.1	Fully functioning Portal	6	M5	Decision

2. Implementation

2.1. Management structure and procedures

The project will be managed by the coordinator, helped by project manager. For the purpose of strategy and efficient/smooth implementation of the project as well as for the complete coverage of the matters related to the mobility of researchers, a Steering Group will be established, involving representatives from Ministry of Science, Education and Sport, Ministry of the Interior Affairs, Ministry of Economy, Labour and Entrepreneurship, Ministry of Foreign Affairs and European Integration, research institutes, Chamber of Commerce and Industry, higher educational institutions and universities, as well as representatives of research community and foreign researchers in Croatia. The total number of members of the Steering group will be kept manageable and most appropriate to facilitate the mobility.

- Ministry of Science, Education and Sport covers the research and is therefore the most interested in the smooth implementation of the project and the representative from this Ministry will chair the Group,
- Ministry of the Interior Affairs is included in the Group because of its role in administrating the visas, temporary stays and residence permits to foreigners,
- Ministry of Economy, Labour and Entrepreneurship covers the legal matters relating to work permits of the foreigners, as well as stimulates research in private sector of the economy,
- Ministry of Foreign Affairs and European Integration will act as facilitator in relation to the embassies and consulates, and will facilitate smooth application of implemented of *Acquis*,
- Universities and/or Faculties with significant interest in incoming mobility, research institutes, and other higher education institutions as institutional end users of the project,
- Chamber of Commerce and Industry: to link the project with interested economic subjects through its unit for technological development, to smoothen the intersectorial mobility,
- As well as representatives of research community, including from academia, public and private research institutes and industry, as well as foreign researchers in Croatia, in order to involve actual end users of the ERA-MORE network.

The coordinator of HR-MOB project will take all major decisions concerning the project after consulting with the Steering group. He will appoint a person responsible for managing the project. The project manager and the project assistants will be responsible for day-to-day activities, administrative matters, cost statements etc. and oversee the promotion of gender equality. They will interact with other members of the European mobility network and report to he European Commission. The project manager will also maintain contacts with public agencies and other organisations responsible with practical matters relating to researchers' mobility.

Centralised service and preparation of information material that are the core of this project do not request any additional partners to be formally involved in the project, however, by setting up an steering group, made up of representatives from universities, ministries, research institutes and chamber the views and opinions from all sectors of the research community will be integrated in the project and a forum for close co-operation will be developed. These organisations will be asked to nominate a representative to the Steering group, which will meet on a regular basis, online or in person. They will be actively involved in promoting the services provided by the mobility centre as well as the pan-European mobility portal and the services of other European mobility centres.

Figure 2: Actors involved in the HR-MOB project

Plan for using and disseminating project results

The project progress will be disseminated throughout the project itself, mostly on the regional and national level, with linking with relevant government as well as regional bodies responsible for legal and administrative issues related to mobility of researchers. The project will also have an impact on the awareness raising within all relevant policy domains and decision-making bodies on the specific needs of mobile researchers.

Raising public participation and awareness

Special work package (WP 4) will be developed for the raising awareness activities. It will focus on raising awareness with all relevant policy domains and decision making bodies on the specific needs of mobile researchers and making broad public aware of initiatives undertaken at national and European level in favour of mobile researchers. The campaign will be aimed at potential users of these services and carried out by direct mail and by organizing workshops in co-operation with universities, industry, the Chamber of Commerce and the media.

2.2. Individual participants

The **Croatian Agency for Mobility and EU programmes** started its work in November 2006 as a part of the Agency for Adult Education. At first it was one of its departments in charge of the preparations for and implementation of the Lifelong Learning Programme and Youth in Action Programme of the European Union. In November 2007, by the enactment of the Act on the Agency for Mobility and EU Programmes, the department separated from the Agency for Adult Education and became a separate legal entity, the national agency for the implementation of the two previously mentioned programmes.

The full participation of the Republic of Croatia in these programmes is expected for 2009, after the completion of the process of preparatory measures which will be undertaken in the course of 2008 and

will include the preparation of the Agency itself for the administration of the programmes, as well as the preparation of final beneficiaries.

Together with these two programmes, the Agency supports the implementation of some other EU programmes, such as EUROPASS and Erasmus Mundus, as well as ERA-MORE. The Agency is chosen as a Bridgehead Organisation for the ERA-MORE program.

The vision of the Agency is contributing to the development of Croatia as the advanced knowledge-based society through the implementation of the EU programmes; increasing the mobility of participants in the educational system with the goal of developing their personal and professional skills, as well as improving their opportunities on the European and global labour market.

The researcher's mobility section of the Agency for mobility and EU programs, which will implement this project, will serve as Croatian researcher's Mobility Centre. The project of implementation of Croatian researcher's mobility network will be headed by ERA-MORE coordinator, Prof.dr.sc. Neven Duić.

Prof.dr.sc. **Neven Duić**, is Head of Chair of Power Engineering and Energy Management at the Department of Energy, Power Engineering and Environment, Faculty of Mechanical Engineering and Naval Architecture, University of Zagreb (FSB-UZ), Croatia, and he also works as guest researcher at the Research Group on Sustainable Energy Development, Instituto Superior Técnico, Portugal since 1994. In this way, he has long personal experience with researcher's mobility. As a professor at University of Zagreb he was facilitating incoming mobility, inviting foreign (6) student exchange trainees to his group, inviting foreign professors to take part in PhD juries, etc. He has taken part in various European projects (FP5, FP6, DG-ENV, LIFE, IEE) in fields of combustion engineering, sustainable development, energy, environment and mobility. During his research work at IST he worked on energy planning in islands (Azores, Madeira, Cape Verde). From 1999-2001 he was involved as a member of Portuguese delegation in the UN Convention on Climate Change process in the field of technology transfer. He obtained his PhD degree in 1998, and has devoted his expertise in energy studies and developing new tools for energy planning and policy, namely for developing countries and the economies in transition, including capacity building. Since 2001 he is a member of Informatisation Committee of FSB-UZ. Since 2005, Prof.dr.sc. Duić is Croatian delegate at group on ECCP review - Topic Group "Energy Supply". Since 2007 he is a member of Steering Group on Human Resources and Mobility and he was appointed as coordinator of Croatian ERA-MORE network. He has more than 60 publications in scientific journals and international conference proceedings to his credit. (http://powerlab.fsb.hr/nduic/)

Currently, Prof.dr.sc. Duić is coordinator of Croatian participation in following EU projects: WEB-ENV, WEB-MOB, GERONIMO and STORIES.

Project manager as well as project assistants will be employed after the project starts, preferably in M1. One of the two employed should preferably have law school diploma.

The selection criteria for project manager:

- At least master level (Bologna style)
- Some personal mobility experience
- Excellent written and spoken English and Croatian
- Communicative, diplomatic person able to work in team
- Understanding of administrative procedures
- Ability to travel
- Experience in project management
- An additional foreign language would be an advantage
- Knowledge in financial issues would be an advantage

The selection criteria for project assistant:

- At least bachelor level (Bologna style)
- Some personal mobility experience
- Excellent written and spoken English and Croatian
- Communicative, diplomatic person able to work in team
- Understanding of administrative procedures
- Ability to travel
- An additional foreign language would be an advantage
- Knowledge in project management would be an advantage
- Knowledge in financial issues would be an advantage

2.3. Consortium as a whole

The consortium has only one organisation, Agency for Mobility and EU programmes, described above.

A part of the work will be subcontracted. The main subcontractor will program web portal, as part of work package 6. Since the mobility portal developed by WEB-MOB project already has features of the mobility portal that is planned under HR-MOB project, it would be natural to subcontract that work from a partner that developed it, Mechanical Engineering Faculty of University of Nis. Programming of the web portal, as well as technical maintenance is a very technical task which is best performed by outsourcing it to dedicated professionals, in this case ones with experience in mobility portals.

Other subcontracting services will be defined during the project duration, and will be in area of dissemination and training. Expert in those two fields will be contracted in order to achieve maximum success.

2.4. Resources to be committed

Agency for Mobility and EU programmes will commit space for the Mobility Centre, and basic infrastructure, like phone line, internet access, etc. Also, AMEUP will commit accounting services. The Ministry of Science, Education and Sports will commit its support to the Mobility Network, and its network resources with research institutions and contact points. The contact points, especially science managers, make part of normal financing structure of the Ministry budget.

The budget will cover personnel costs, travel and subsistence costs, necessary IT equipment costs, consumables costs, event organisation costs, printing costs, subcontracting costs and other direct costs.

3. Impact

3.1. Expected impacts listed in the work programme

The expected impact of the HR-MOB project will be to facilitate incoming mobility to Croatia, as well as to help increase the added value of the outgoing mobility, and with this increased mobility and induced knowledge exchange it will help integration of the Croatian Research Area into the European Research Area. The project will help in reducing of mobility obstacles, through information service and help-desk, as well as by linking decision makers with end users. The project will transfer gathered knowledge to science managers, FP7 National Contact Points and contact-points for FP7 at larger units of universities (faculties) and train them in mobility enabling procedures, like visas, temporary stays, work permit, residence permits, health and social security issues, etc.

The sustainability of the project will be ensured with the continuation of the project even after the Community support phase, due to the fact the Croatian government has established the Agency engaged in mobility, and sources for its operation will be allocated in the State Budget.

3.2. Spreading excellence, exploiting results, disseminating knowledge

The knowledge gathered will be either available at the web portal, to the general public or to the registered users, or disseminated through newsletters, workshops, hardcopy mobility guide and training.

Knowledge on mobility enabling procedures will be free to be used by the Croatian research community, and at its disposal. It will also be linked with similar European mobility network and portals.

Facilitated mobility will create opportunities in research cooperation between Croatian researchers and European researchers, integrating of the Croatian Research Area into the European Research Area. It will have especially huge impact on insular Croatian research community, allowing spreading of excellence.

4. Ethical Issues

With regard to ethical issues, the contractor will strictly conform to the current national legislation and regulations that are in force as well as the legislation mentioned in the Guide for Proposers when deems necessary.

Does the HR-MOB project raise sensitive ethical questions related to:	**YES**	**PAGE**
Informed Consent		
· Does the proposal involve children?		
· Does the proposal involve patients or persons not able to give consent?		
· Does the proposal involve adult healthy volunteers?		
· Does the proposal involve Human Genetic Material?		
· Does the proposal involve Human biological samples?		
· Does the proposal involve Human data collection?		
Research on Human embryo/foetus		
· Does the proposal involve Human Embryos?		
· Does the proposal involve Human Foetal Tissue / Cells?		
· Does the proposal involve Human Embryonic Stem Cells?		
Privacy		
· Does the proposal involve processing of genetic information or personal data (eg. health, sexual lifestyle, ethnicity, political opinion, religious or philosophical conviction)		
· Does the proposal involve tracking the location or observation of people?		
Research on Animals		
· Does the proposal involve research on animals?		
· Are those animals transgenic small laboratory animals?		
· Are those animals transgenic farm animals?		
· Are those animals cloning farm animals?		
· Are those animals non-human primates?		
Research Involving Developing Countries		
· Use of local resources (genetic, animal, plant etc)		
· Benefit to local community (capacity building ie access to healthcare, education etc)		
Dual Use		
· Research having potential military / terrorist application		
I CONFIRM THAT NONE OF THE ABOVE ISSUES APPLY TO MY PROPOSAL	Yes	