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D3.1 – SPEAKNGI.EU STAKEHOLDER ENGAGEMENT PLAN

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List of acronyms and abbreviations

Item	Description
CP / KB	Consultation Platform / Knowledge Base
EAC	Early Adopters Club
EC	European Commission
ECP	European Champions Panel
GA	Grant Agreement to the project
GIPO	Global Internet Policy Observatory
Inter-CSA WG	Inter-Coordination and Support Action Working Group
KPI	Key Performance Indicator
NGI	Next Generation Internet
TF	Task Force, an "inter-CSA" effort (where all 4 CSAs contribute)

Executive Summary

SpeakNGI.eu commits to extensive stakeholder engagement based on compelling motivational drivers identified for Europe's Next Generation Internet initiative and its underlying concepts and values.

This document sets out the SpeakNGI.eu stakeholder engagement plan, based on an updated analysis of the NGI landscape and interactions that have already taken place with key groups that form part of the SpeakNGI.eu stakeholders.

*The document is in sync with the activities carried out at **NGI Stakeholder Task Force** level. The NGI Stakeholder Task Force (TF), coordinated by SpeakNGI.eu, is a regular activity conducted at Inter-CSA level. Each CSA plays a leadership role in establishing synergies with stakeholder representative organisations and initiatives of direct interest to them but of mutual benefit for the NGI. SpeakNGI.eu leverages its contributions to the TF to help recruit new players to EU-funding programmes, primarily start-ups and SMEs by targeting multipliers operating in IT hubs across Europe.*

One of the main vehicles to engage with the NGI stakeholders is through the consultation platform and knowledge base (CP / KB) of the SpeakNGI.eu project, which will be used to gather the necessary information from the NGI communities and feed into the NGI knowledge building processes for the cascading projects of the Work programme of 2018, topics identification and selection of Work Programme 2019 and beyond H2020.

The project will cultivate this collected knowledge in summary reports for various audiences, highlighting the topical major areas of discussion, coupled with the NGI priorities being presented by the communities and feeding into the evolving stakeholders engagement plans and activities of all of the NGI CSA projects. These will feed into a set of motivational drivers that will be pursued throughout the project duration to ensure incentive-based participation of the various stakeholders.

In addition to the previously recognised communities, an emphasis will be given to the newly acquired Giponet.org website and the related Internet Governance community this activity will attract. The GIPO tool, in particular, will be leveraged to develop synergies between the well established GIPO community and the growing NGI community. The GIPO community will be leveraged to further globalise the NGI dialogues and perspectives.

As stakeholder engagement is so critical to the success of the NGI Initiative, a continuous risk management activity is carried out to measure and, if needed, mitigate risks of low stakeholder engagement.

1 Introduction

1.1 Purpose and Scope

The purpose of the current report is to describe, on the basis of the consultation mechanisms, the selection of the target stakeholders to cover all necessary dimensions of European society and incentivise the identified stakeholders to participate in NGI consultation as part of the SPEAKNGI.eu project. Part of the work entails identifying those members of the scientific community and outstanding scientists who lead the Internet technology research and innovation in Europe; in particular, the high-tech start-up community, its competences and capacity, i.e. the relevant specific NGI actors. Member States and Associated Countries along with national R&I funding bodies to shape the NGI in a fully synergetic way are also considered in the stakeholder groupings.

SpeakNGI.eu has identified 8 stakeholder groups to provide wide coverage of all viewpoints and interdisciplinary aspects that are relevant in the NGI consultation, they include: 1) NGI researchers in ICT, social sciences & humanities; 2) Innovation platforms & clusters; 3) ICT Operators; 4) Representatives from Standard Development Organisations (SDOs); 5) High tech Start-ups & SMEs; 6) Internet Policy Experts and Activists; 7) Policy makers, Funding Agencies including EU & national digital agencies; 8) Civil Society, NGOs, Citizens.

At the time of writing this report, emphasis is being given to attract stakeholder groupings to contribute to upcoming calls H2020 of ICT-24¹ and ICT-31² while covering related NGI themes in the Consultation Platform as several technological trends will reshape the Internet over the next 10-15 years.

Moreover, to ensure a consolidated and continuous activity between the inter-CSAs, a “Stakeholders Task Force” has been established to prevent duplication of efforts, to ensure and enable collaboration across the projects and to ensure widest possible coverage for stakeholder engagement and participation. Each of the projects is represented on the Task Force and the European Commission has an observatory role as well.

Instruments used to reach each stakeholder category are identified and mapped to a specific CSA as gatekeeper responsible for leading engagement, which is also regularly tracked during the regular conference calls and exchanges. One of the aims is to seek mutual endorsements on respective missions as the foundation for win-win synergies and increase visibility.

1.2 Relationship to other project deliverables

The deliverables that are related to present SpeakNGI.eu stakeholder plan are deliverables: D2.1 Consultation platform and digital processes, D3.2 SpeakNGI.eu Stakeholder Input to Research agenda, preliminary vision, D3.4 - SpeakNGI.eu Early Adopters Club Report, D3.7 - Impact Assessment Report, D4.1 SpeakNGI.eu Communication Plan, and the three deliverables D4.2, D4.3 & D4.6 - 3 SpeakNGI.eu report from the 3 events.

1.3 Structure of the document

The document is organized as follows:

- Section 1 delivers the introduction, the purpose and scope, the relationship to other project deliverables and structure of the document.
- Section 2 outlines the NGI priorities, the NGI topics the main outputs of the NGI Support Actions and the Stakeholder Task Force description.

¹ <http://ec.europa.eu/research/participants/portal/desktop/en/opportunities/h2020/topics/ict-24-2018-2019.html>

² <http://ec.europa.eu/research/participants/portal/desktop/en/opportunities/h2020/topics/ict-31-2018-2019.html>

- Section 3 covers Human & online Assets, with the European Champion Panel, the early adopters club, consultation platform, knowledge base and citizen manifesto.
- Section 4 delivers the engagement with SPEakNGI.eu Stakeholders, with a description of the individual groupings, motivational drivers, ECP and the stakeholders.
- Section 5 deals with Risk Management.
- Section 6 concludes the document and provides a preliminary roadmap.

2 NGI Priorities

NGI priorities and values are the basis for all discussions with SpeakNGI.eu stakeholders and communication activities under WP4 and the Inter-CSA COMMS group.

Cutting across technologies, the Next Generation Internet (NGI) - Open Internet Initiative will be based on an agile and flexible programme approach, focusing on **research teams, hi-tech start-ups, SMEs** and social innovators to rapidly explore promising new avenues for the Internet of the Future.

The growing importance of the Internet implies that it is no longer just an IT network of networks: it is rapidly shaping the economy and our daily lives. This raises fundamental questions. Is the current internet responding to the needs of citizens? What kind of Internet do we want in ten-twenty years from now? What is the role of civil society? What ground-breaking research do we need? Can we leave the innovation in the hands of a few or should there be a bottom-up democratic participation to shape the internet?

Roberto Viola, Director-General for Communications Networks, Content & Technology, European Commission

2.1 Main outputs of the NGI Support Actions

The European Commission has developed a roadmap for the NGI vision through 2024 (Figure 1). SpeakNGI.eu is part of the three NGI-CSAs shown in the diagram funded under the ICT-41-2017 call. The three NGI CSAs, together with the previously funded HUB4NGI CSA and the NGI Study project, are collectively building the first step on this NGI roadmap and are related to each other providing different aspects of the support and coordination required to bootstrap the NGI initiative and lay the foundation for the longer-term evolution of the NGI.

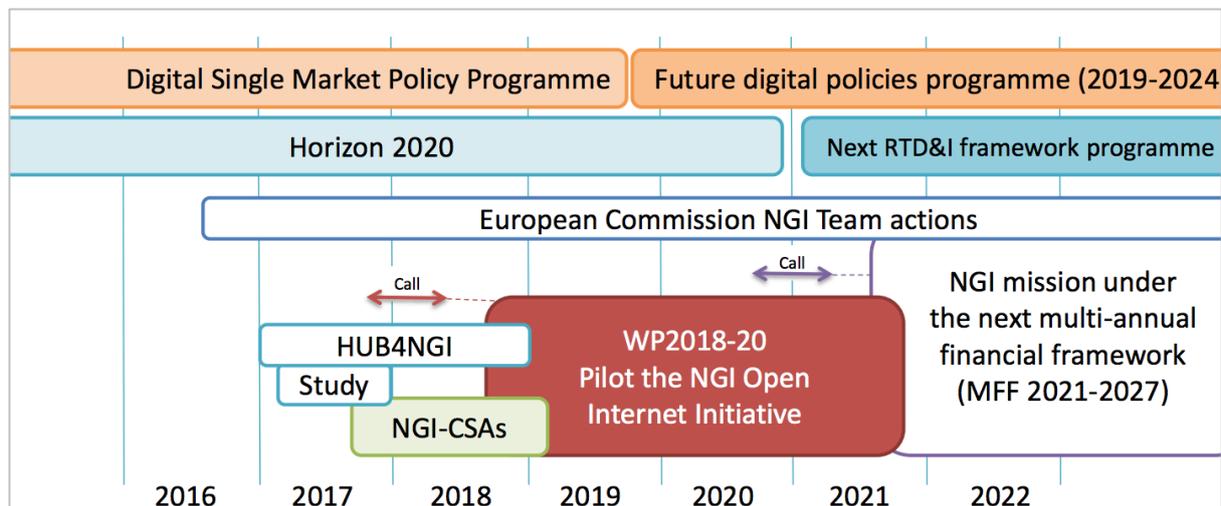


Figure 1: NGI Roadmap

The 4 CSAs (NGI-CSAs plus HUB4NGI) operate as one initiative with common goals under a single identity through a common website (<https://www.ngi.eu>). Each of these projects has a different focus; overarching support (HUB4NGI), ecosystem development (NGI MOVE), topic identification (EU ENGINEERROOM) and consultation platform (SpeakNGI.eu). How these projects relate to the SpeakNGI.eu consultation process can be seen in Figure 2. Although each project has a different central remit, some activity types are common across each of the projects. One of these common activities is stakeholder engagement. This common activity has prompted the formation of an NGI

Inter-CSA Stakeholder Working Group (WG) to collectively decide on important cross-project matters, including the setting up of tactical-oriented Task Forces (TF), when needed (see next section).

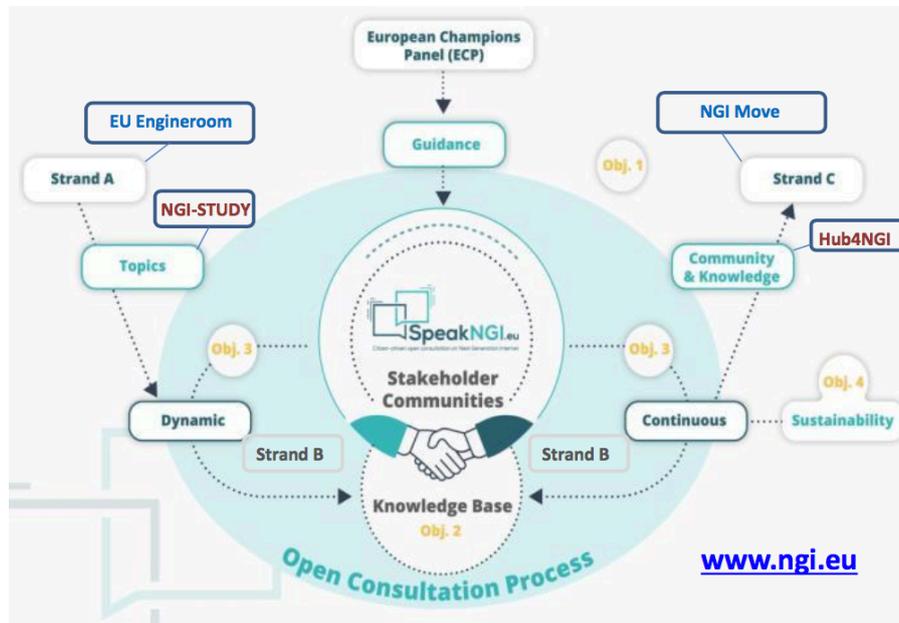


Figure 2: SpeakNGI.eu Consultation Process and inter-CSA view

The values underpinning the hyper-connected society are openness, neutrality, inclusion, transparency, protection of data and privacy. We are living in a society where technology empowers people and contributes to sustainable and inclusive societies that require a dependable and trustable Internet, creating new usage and new business models making Europe a trusted hub globally. The Internet should be a source of creativity, directly supporting cultural and creative industries (e.g. advertising, arts, architecture, craft, design, fashion, films, music, press, publishing, radio, TV, video games), and the media sector. NGI is at the heart of the Industry 4.0 revolution and digitisation of industry as a key driver for the competitiveness of European industry.

2.2 Running calls (ICT-24, ICT-31)

The outcomes of the 2018 work programme for the Next Generation Internet – Open Internet Initiative should look beyond individual players and pilots towards long-term impacts for EU leadership, vertical market coverage, technology transfer and sustainable business models. The 4 CSAs have a “pathfinders” role in discovering future topics for calls. In the table below, a first analysis in this sense, referred to the currently running Calls, is summarised.

Expected Impacts ICT-24 and ICT-31 2018	Pathfinders from SpeakNGI.eu
<p>More human-centric evolution of the Internet.</p>	<p>Direct engagement through the SpeakNGI.eu Early Adopters Club and the recruitment of citizens/think tanks in frontrunner projects.</p> <p>Awareness campaign and collection of endorsements of the Digital Social Innovation Manifesto. Feeding the core values into stakeholder events as discussion points, e.g. at Civil Society Salons (with NGI Move).</p> <p>Engagement with relevant standards organisations on human-centric approaches and the GIPO community.</p>

Expected Impacts ICT-24 and ICT-31 2018	Pathfinders from SpeakNGI.eu
<p>European ecosystem of top researchers, hi-tech start-ups, SMEs with the capacity to set the course of Internet evolution.</p>	<p>Support from the SpeakNGI.eu European Champions Panel, identifying IT clusters and start-up hubs while drawing on existing networks.</p> <p>Instruments within the NGI Stakeholder Task Force chaired by SpeakNGI.eu, spanning associations, events and ecosystem clusters.</p> <p>Sustained engagement with the GIPO community</p>
<p>New business opportunities and new Internet companies with maximum chances for growth and impact.</p>	<p>Identified mainly through the ECP and instruments targeted by the Stakeholder TF. This builds on an existing community of start-up/entrepreneur clusters, innovative start-ups and investor groups (See D4.1)</p>
<p>Integrated research and innovation communities; common visions developed; enhanced science-industry collaborations in privacy and trust enhancing technologies; decentralised data governance and discovery and identification technologies.</p>	<p>SpeakNGI.eu and Inter-CSA webinars and events facilitating potential proposers to 2018 calls, also feeding into the Consultation Platform.</p> <p>The Knowledge Base on 2019 Flagship topics as the basis for in-depth discussions with all major stakeholder categories for consensus building.</p> <p>Network of NGI experts developed through Inter-CSA activities guided by ECP on best practices.</p>
<p>Debate on human-centric Internet research and policy strategy animated by European research and innovation leaders (through the CSAs focused on technology strategy and policy; ICT-24-2018 sub-topic iv).</p>	<p>GIPO community and ECP members covering Internet Policy, Civil Society and innovative human-centric initiatives. Interactive debates at SpeakNGI.eu and 3rd-party events, e.g. IGF 2017 and 2018; IETF panels on the future internet.</p>
<p>Strengthened position of the European ICT industry in the Internet market through new Internet applications and services, business models and innovation processes (through the CSAs focused on technology harvest and transfer; ICT-24-2018 sub-topic v).</p>	<p>ECP Members, Stakeholder TF, Early Adopters Club: helping to build bridges across the policy, research and business communities; wide promotion of open calls for start-up and SME innovations with the support of NGI NCPs and instruments identified.</p>
<p>Global visibility in the media of the debate on a human-centric Internet and citizen priorities influencing the evolution of the Internet (through the CSAs focused on Outreach Office; ICT-24-2018 sub-topic vi).</p>	<p>Impacts are maximised through Inter-CSA awareness and networking effects through ECP members and their organisations (e.g. ISOC, the Humanised Internet). Direct engagement with the media at selected events. Extensive support of DSI Manifesto through media activities.</p>

Table 1: SpeakNGI.eu Pathfinders for NGI

2.3 NGI Topics

Work within the NGI Inter-CSA Working Group focuses primarily on **ICT-24-2018-2019** and **ICT-31-2018-2019**, aimed at facilitating understanding of core concepts and opportunities for relevant players within the European public and private sectors. Targeted actions take place through the **SpeakNGI.eu**

European Champions Panel (ECP) and the NGI Stakeholders Task Force to identify and facilitate innovators from European start-ups and SMEs.

Insights from a series of webinars on Horizon 2020 ICT-24 and 31 as the main targets for NGI feed into stakeholder engagement messages and exchanges with the European Champion Panel to elicit discussions on inputs and calls for action based on the specific stakeholder category represented. Feedback from the ECP includes the value of Open Calls for hi-tech start-ups and SMEs as a low barrier to market innovation, while helping to identify instruments that can be used to reach these stakeholders, e.g. local and national IT hubs.

Insights from NGI Webinars in December 2017 and January 2018:

The R&I actions provide the programme logic and vision, the necessary technical support, coaching and mentoring to ensure third parties contribute to significant advancement and impact in the research domain, where use cases can be taken to market quickly with apps and services innovation underpinned by a research component.

- **(R&I i): Privacy and trust enhancing technologies:** the privacy and safety of personal data is very important in the drive towards user control while enabling cross-border co-operation and achieving scalability.
- **(R&I ii): Decentralised data governance:** addressing ethical issues while also considering multi-disciplinary approaches with the involvement (as relevant) of artists and social scientists.
- **(R&I iii): Discovery and identification technologies:** this is about discovery mechanisms for internet platforms and avoiding silo approaches, with the aim of making EU companies more discoverable. Real-time data stream updates, digital trust and transparency.

Beyond the ICT-24 and ICT-31 competitive calls, the SpeakNGI.eu Consultation Platform and Knowledge Base (CP / KB) also targets identification of potential topics under the Next Generation Internet. The channels on the Consultation Platform cover NGI topics such as Artificial Intelligence; Internet of Things; Interactive Technologies (e.g. Augmented Reality; Virtual Reality); NGI skills; multi-lingual NGI; social innovation networks and socio-economic considerations. Within the Consultation Platform, contributions on artificial intelligence focus on responsible, ethical approaches and also recent initiatives on using blockchain to retain ownership of data and keep AI under control (e.g. Ocean Protocol; Singularity Net; SEED).

Further information is listed in the official call documentation³ and webinars on the respective calls, which have been co-organised with SpeakNGI.eu.

2.3.1 Current contributions of SpeakNGI.eu and Inter-CSA Synergies

The webinars on Horizon 2020 Calls ICT-24 and 31 were widely promoted by SpeakNGI.eu and at the Inter-CSA level through a dedicated campaign across social media channels, partner networks and personalised (one-to-one) messages. For example, SpeakNGI.eu has sent personalised messages to several of the “instruments” in the Stakeholder Task Force, such as members of the EC Cluster on Data Protection, Security and Privacy (DPSP; Unit E2), which also includes several NGI National Contact Points (NGI NCPs).

Webinar Date	ICT Call Topic	Outcomes for SpeakNGI.eu	Engaged Stakeholder Groups
EC; 1 December 2017	ICT-24 & ICT-31 ICT-24: R&I actions and CSAs for ICT-24 ICT-31: CSAs	Highlighting the CSAs and the consultation platform. Insights into overall	NGI Researchers (1); Start-ups and SMEs (4)

³ <http://ec.europa.eu/research/participants/portal/desktop/en/opportunities/h2020/topics/ict-24-2018-2019.html>.

Webinar Date	ICT Call Topic	Outcomes for SpeakNGI.eu	Engaged Stakeholder Groups
		policy priorities.	
EC, NGI Move; SpeakNGI.eu, 15 January 2018	ICT-24: Privacy and Trust enhancing technologies.	Consultation Platform as channel for NGI proposals. Proposal pitches.	As above
EC, NGI Move; SpeakNGI.eu, 17 January 2018	ICT-24: Decentralised Data Governance.	Consultation Platform as channel for NGI proposals. Proposal pitches.	As above
EC, NGI Move; SpeakNGI.eu, 18 January 2018	ICT-24: Discovery and Identification Technologies.	Consultation Platform as channel for NGI proposals. Proposal pitches.	As above

Table 2: Engagement on ICT-24 and ICT-31 2018

2.3.2 Consultation Platform Channels on other NGI Topics

Diverse technological trends will significantly reshape the Internet over the next 10-15 years. Europe's goal is to drive this technology revolution with a focus on ensuring the future Internet is more human-centric: an internet for the people, contributing to a more sustainable and inclusive society.

It is expected that the technological trends will influence each other (e.g. blockchain approaches to artificial intelligence). It is, therefore, important to consider them holistically. The SpeakNGI.eu Consultation Platform is structured into channels precisely to track these trends and trigger a multidisciplinary debate around them. Examples of such channels include:

- **Future Interactive Technologies:** allowing users to access, process and deliver information in more natural, efficient and less intrusive ways, providing enhanced and personalised experiences.

ICT-25-2018-2020 on Interactive Technologies focuses on forging a competitive and sustainable ecosystem of European technology providers of Augmented Reality (AR) and Virtual Reality (VR).

- **Advances in Artificial Intelligence:** turning information into knowledge and embedding autonomy and intelligence into networks, robots and other connected devices.

ICT-26-2018-2020 on Artificial Intelligence is aimed at fully exploiting the potential of AI in the economy and society to reinforce industrial competitiveness across all sectors including SMEs and non-tech industries, and to help address societal challenges (e.g. ageing, transport). AI collaborative work through R&I actions will make AI technologies and resources available to developers and innovators in all sectors and actively engage with a wide user community, including non-AI experts.

- **Internet of Things:** changing the way users, services and applications interact with the real-world environment in a trusted way.

ICT-27-2018-2020 on Internet of Things as an essential element of the NGI. The call focus is on developing the next generation of IoT devices and systems that build on enhanced sensing/actuating, reasoning capabilities and computation power at the edges, as well as new capabilities on the backend, such as artificial intelligence, deep semantic interoperability and novel contractual arrangements like blockchains.

Type of Engagement	ICT Call Topic	SpeakNGI.eu Outcomes	Engaged Stakeholder Groups
EC Webinar, 27 October 2017	ICT-25 Interactive Technologies: priorities for CSAs (Interactive Community Building) and R&I actions (Future Interaction)	Community building around related technology trends; personalised messages requesting inputs to the relevant channels on the Consultation Platform.	EU VR Association (2 – innovation platforms and clusters); start-ups and SMEs (4); NGI researchers (1).
EC Webinar, 17 November 2017	Enterprise AR vision, interoperability requirements and standards landscape	Insights into technology trends, including increased use of open source, interoperability challenges. Timely participation with setting-up of ETSI AR Interoperability group.	As above, plus expert on AR interoperability and the standardisation required (8).
EC Webinar, 1 December 2017	Brokerage event for ICT-25	Insights into potential proposals.	EU VR Association (2 – innovation platforms and clusters); start-ups and SMEs (4); NGI researchers (1).
APRE (Agency for the promotion of European Research), Italy	ICT-26: Artificial Intelligence	Exchange of reports/white papers on AI. Inputs on national AI programme.	Public sector.

Table 3: Engagement on related Technology Trends

2.4 Stakeholder Task Force

At the first NGI Management Team – Inter-CSA meeting in Sept. 2017, a working session was dedicated to identifying all of the necessary NGI stakeholders and outreach mechanisms. Based upon this activity, an inter-CSA “Stakeholders Task Force” has been established to prevent duplication of efforts, to ensure and enable collaboration across the projects and to ensure widest possible coverage for stakeholder engagement and participation. Each of the projects is represented on the Task Force and the European Commission has an observatory membership also. As part of this ongoing effort, the Task Force has established a data set used to identify specific stakeholder groups and assigned an inter-CSA champion for engagement with each of these target groups. This data set is centrally managed and as Task Force members engage with a group, they make a note in the data of the details of that engagement. This ensures visibility of engagement and also mitigates against the risk of duplicated efforts. The Task Force maintains a limited set of communication messages to aid with stakeholder engagement and ensure a common message is delivered with only minor tweaks when necessary for specific stakeholder communities. The content and format of these messages are agreed upon with the Communications Strategy Task Force. The NGI stakeholder mapping covers the full spectrum of players within the ecosystem. Dedicated mechanisms have been put in place to identify the most relevant stakeholders and ensure messages are tailored to their information needs and areas of expertise, from more technically focused communications to messages that help new stakeholders (start-ups and civil society) appreciate the EU values and opportunities underlying the NGI initiative.

The figure below shows the current stakeholder mapping and allocation to the CSA “gatekeeper”.

Stakeholder	Instrument	Responsible Project(s)
Start up	4YFN mailing list	NGImove
Policy: •National governments •Legislators •Regulators •Standards Organisations	Future Internet Forum (FIF)	Hub4NGI; SpeakNGI
	NCPs	
	NGI CPs (from NGI study)	
	NGI Forum	
	IETF; ETSI; IEEE	
Large Industry: •Verticals •Digital •Infrastructure	Clusters and Associations (e.g. BDVA, AIOTI, EPOSS)	Inter CSA WG
	European open science cloud	
	NGI Forum	Hub4NGI
Research: •Many different disciplines	ERC or other grants	EUEngineroom
	Specialised Conferences	
	NGI Forum	Hub4NGI
SME: •Start-up •High-tech	EDF/ESN	EUEngineroom
	Digital SME	NGI move (NLNET)
	Trade associations/IT Clusters	SpeakNGI
	4YFN	NGI move
Investors	4YFN	NGI move
Real users	Media	Inter CSA WG
	Consultation Platform	SpeakNGI
Education	National Associations	NGI move
Amateur/DIY	IoT Council	NGI move
	Meet-ups	NGI move
(H)activists	Civil Societies	NGI move (NLNET)
Education	National Associations	NGI move
Other: •Incubators •Non-EU	Engineering Grants	e.g. via awards
	Accelerator Assembly	EUEngineroom
	EU Champions Panel	SpeakNGI
	NGI Awards	NGI move
	Proposers Day, ICT event and Info Days	Inter CSA WG
	Hub4NGImap	Hub4NGI

Figure 3 –NGI stakeholder’s groups

Instruments used to reach each stakeholder category are identified and mapped to a specific CSA as gatekeeper responsible for leading engagement, which is also regularly tracked during the regular conference calls and exchanges. One of the aims is to seek mutual endorsements on respective missions as the foundation for win-win synergies and increase visibility. To date, **39 instruments** have been identified and engagement commenced with over 70%. Such instruments span expert groups (both at CSA level and thematic/technology based); policy groups; ecosystem members; clusters; NCP networks; standards bodies and events where key stakeholder categories converge.

2.4.1 Engaging the Stakeholders

The Task Force has also developed several NGI information documents for initial communication with stakeholder groups and/or individuals. SpeakNGI.eu monitors, on a weekly basis, actions to involve stakeholders. These actions are carried out on the basis of three such documents developed and utilised by SpeakNGI.eu. The following chapters described the different levers utilised to engage the

stakeholders:

1. **Introduction to NGI, long format:** An introductory paragraph and a comprehensive set of links to other sources for further information and channels for engagement.
2. **Introduction to NGI, short format:** An introductory paragraph and a small number of links leading to further engagement.
3. **NGI Consultation Platform Invitation:** An invitation text outlining the purpose of the consultation platform together with the benefits for engagement.

Each member of the Stakeholder Task Force can pick the appropriate document for a specific community engagement, depending on the level of NGI knowledge that community currently has and the expected nature of engagement.

3 SpeakNGI.eu Human and Online Assets

3.1 Consultation Platform

The NGI Consultation Platform, (located from within the top menu of the NGI website at <http://ngi.eu> and <https://consultation.ngi.eu/>), has been developed using Drupal 7, which is an open source Content Management System (CMS). This platform was chosen since it has standard features that are functional and easy to use, such as content authoring, reliable performance, and excellent security. Moreover, the PHP scripting language used in the Drupal Platform was found to be extremely flexible and modular, necessary for the purposes of the NGI Consultation Platform and Knowledge Base.

The website activity related to the NGI Consultation platform is recorded by making use of the Google Analytics utilities and Google Webmaster Tools, through which the team can access information about user behaviour as and when required.

The NGI Consultation Platform is GDPR compliant.

3.2 Release 2.0 of the Platform (January 2018)

The NGI Consultation Platform is designed with a user-centric layout to facilitate access to the content and usability of the portal. The first release of the Platform, delivered in November 2017 [Month 2 of the project], presents all the main features and functionalities originally described in Description of Action (DoA), in a light version, which will be the object of further development, integrated with new features that will emerge from users' needs and general changing requirements of the NGI ecosystem of projects. All knowledge and information published on the consultation platform is moderated to ensure that the content is relevant and informative. In this section, we provide general information about the platform, its mission and its objectives. In the following pages, there is a description of the most important sections of the Consultation Platform and Knowledge base and a roadmap of the upcoming releases with the features that will be implemented.

On January 30th, 2018, Release 2.0 of the Platform has gone live (See D2.1 “Consultation platform and digital processes”). Figure 4 shows the layout of the home page of the NGI consultation platform (consultation.ngi.eu).

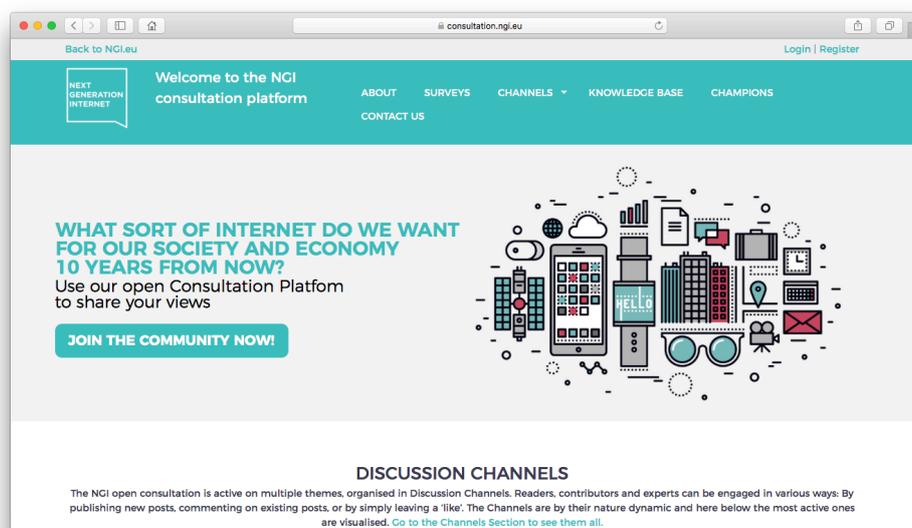


Figure 4: Home page of the Consultation Platform (consultation.ngi.eu)

3.2.1 Discussion Channels

The Discussion Channels section⁴ contains all the current discussions on the platform. Each Channel has a topic under which different threads are tagged. The tags help users navigate through the content. The discussions in the channel are ordered by the most recent interaction (comment or like). In the channels section, there appear boxes with the timestamp of the last interaction in the channel and three icons showing metrics for:

- **Discussions:** The total number of discussion in the channels;
- **Likes:** The mean number likes and dislikes to every discussion and to all comments inside;
- **Comments:** The total number of comments.

As shown in figure 5, a preview of the last 5 updated channels also appears on the home page.

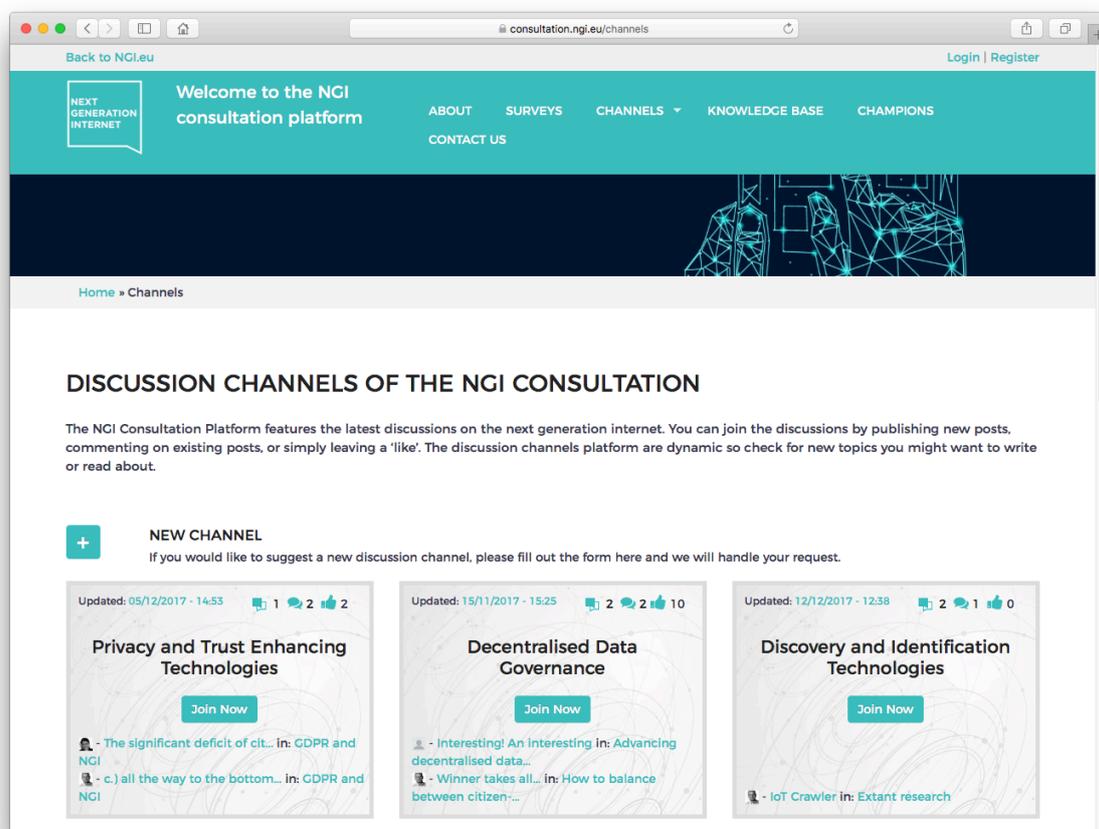


Figure 5: Discussion Channels Section

Figure 6 shows an example of a current discussion channel related to the ICT-24-2018 RIA topic entitled Decentralised Data Governance.

⁴ <https://consultation.ngi.eu/channels>

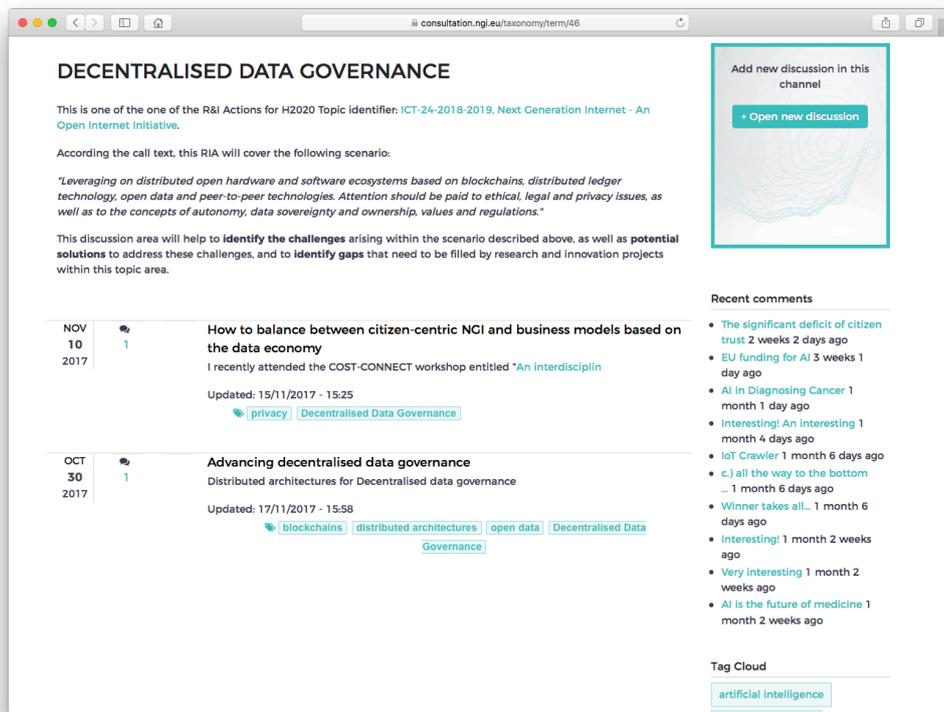


Figure 6: Example of discussion channels

3.2.2 Discussions

When required, users can create a new discussion, adding new content to include title, body, select the Channels where it should appear and add the tags related to the discussion. In order to assist the users, the platform already shows some suggested tags (already present in other discussions).

Each registered user is able to vote with a like on each comment and discussion, in order to highlight most interesting comments for the benefits of both other users and the knowledge base.

Tree icons are designed to show the total number of likes in the discussions, the total number of comments and the number of open discussions in the channel. When needed, discussions can be easily moved to different channels by relevant editors.

3.2.3 Surveys

As shown in figure 7, the surveys section hosts all surveys and forms created by Editors; these are displayed in a list with a descriptive preview of the survey. The user clicking on the survey title is directed to the survey page when filling out an open survey. In the Surveys⁵ section, the currently open surveys will appear as forms that will be created by Editors to be filled out by the invited Users. On the Surveys page, the ongoing surveys will appear in order of time of the active surveys, and, below the open surveys, the previous surveys will appear.

⁵ <https://consultation.ngi.eu/survey>

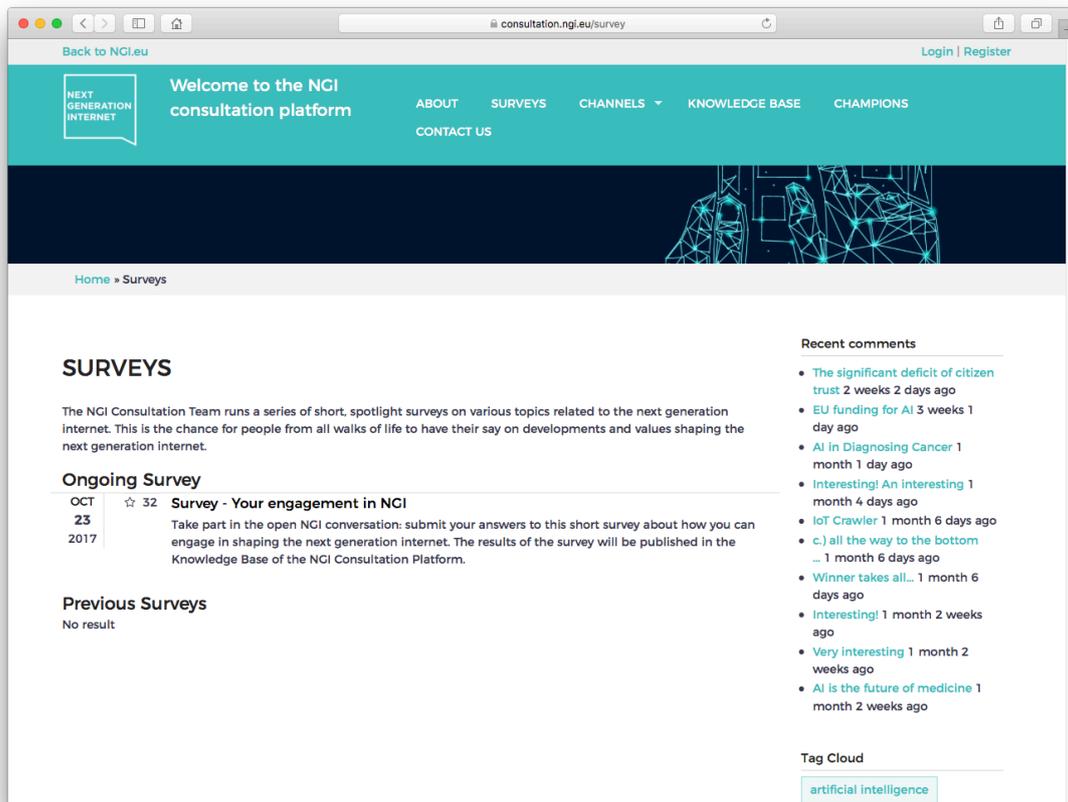


Figure 7: Survey section

3.2.4 Users

To take part in the Consultation platform, a new user is required to register via a light weight registration process. There is also the possibility for an “anonymous user”, called Reader, whose purpose is to only read all materials available on the platform. Users must be registered to take part in the consultation. Currently, as shown in table 4, there are 4 levels of consultation platform users.

Type	Requirements to be logged in	Action allowed
Reader (anonymous)	None	Reading discussions, sharing public contents.
User	Filling registration form	Comments and liking on existing discussions. Participate to a survey. Create a new discussion via frontend. Edit him own discussion and moderate the comments related. Submit a request of new Channel. Request a creation of new survey.
Editor (WIT)	Filling registration form + Admin gives editor permissions	Access to limited backend with consultation process management. Create a new Channel, discussion and survey. Moderate (edit text, or delete it) comments under discussion. Moderate existing discussion created by a User, change text, tag and move to proper Channel. Access to surveys, moderate submissions, view and download analysis of submission. Create a new Champion profile.
Admin (Trust-IT)	Creating new user form Admin	User has administrator access to the platform backend.

Table 4: User categories on the SpeakNGI.eu Consultation Platform

3.3 Knowledge Base

The conceptual view of the long-term vision for the integration of the Consultation Platform and Knowledge Base (CP / KB) is shown in Figure 8.

The CP / KB system has been specified and designed as one integrated platform that will have two primary functionalities:

1. Capturing the views of the NGI communities into a consultation platform that can be used in a dynamic and evolving fashion;
2. Capturing knowledge from legacy materials such as project reports, studies, workshops, salons, working sessions, and others, into a valuable knowledge set on NGI;

At the very core of the integrated CP / KB model is a knowledge model encapsulating the necessary drivers for the Next Generation Internet (NGI), which are addressing human values and linking with the challenges raised by those human values.

The model then allows for identification of potential solutions to solve the challenges and underpin the values. These solutions are executed through initiatives such as research and innovation (R&I) projects and/or business activities).

When the users focus their entries into the CP / KB on these human values, challenges and potential solutions to address the challenges, the model can provide a long term sustainable knowledge base that can easily provide a means of identifying and discovering gaps in research and innovation (R&I) activities in which there are no projects and/or solutions available already for known challenges. This will provide the NGI communities and policy and decision makers with valuable inputs on where funding should be urgently placed under the various topics of the NGI Work programmes in Work programmes of 2018, 2019 and beyond H2020 to address the challenges brought on as a result of the human values the NGI programme will take into account.

The identification of these R&I topics in a systematic way will drive the research and innovation focus of the NGI programme and this CP / KB can provide a dynamic and evolving view of the research landscape as the NGI work programme evolves through H2020 and beyond H2020.

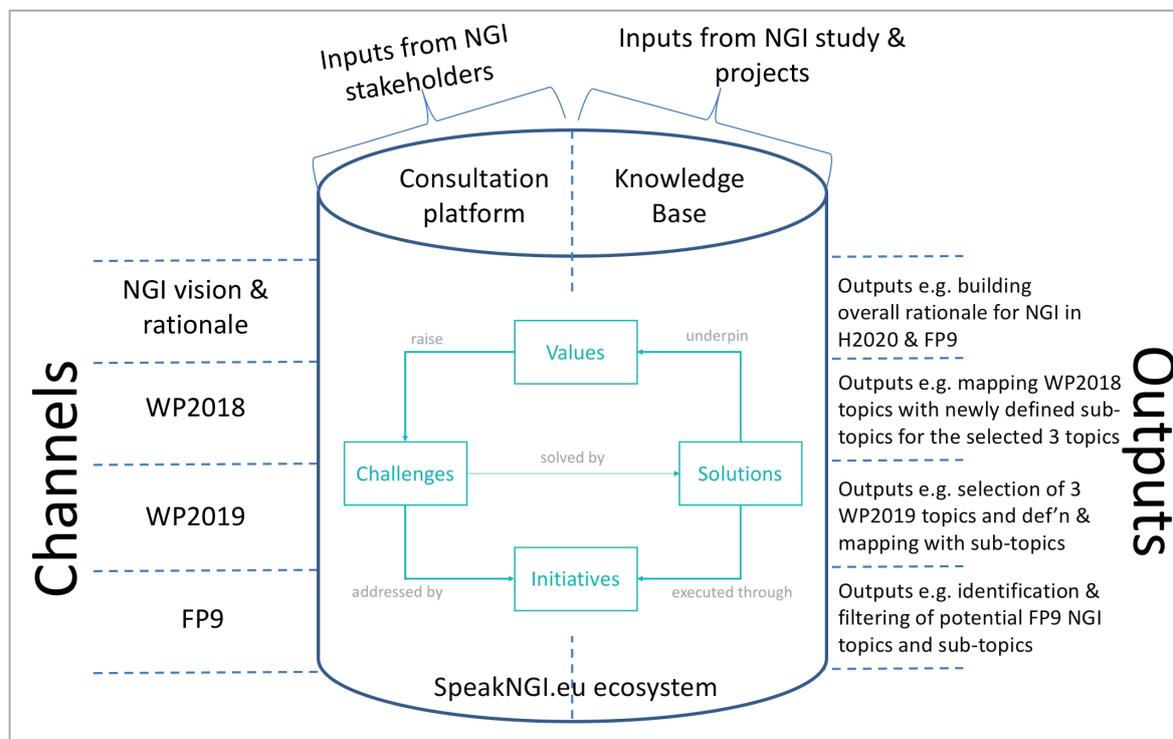


Figure 8: Conceptual View of an Integrated Knowledge Base and Consultation Platform

3.4 European Champions Panel

To ensure a multi-stakeholder and cross-domain approach to the project discussions and findings, SpeakNGI.eu established a "European Champions Panel (ECP)", a group of reputable experts and inspired influencers who are active in the Internet scenario. The ECP is a fundamental element of the Project organisational model, as **it governs the process of the stakeholder engagement**, having regard for diversity of composition and maintaining balance and integration of disciplines.

“SpeakNGI.eu adopts a human-centric perspective, where technology is considered as the engine that enables new services, business models, and approaches driven by users’ needs, trends and human behaviour (which are inherently technology- and network- agnostic), thus limiting the “technology push”.”

The ECP is organised as a dynamic group of 15 - 20 independent experts in the relevant fields of 5G communications, cloud computing, the Internet of things (IoT), (big) data technologies and cybersecurity (i.e. the digital agenda domain pillars). It is composed of passionate people, strongly motivated and enthusiastic, engaged in the common effort of analysing and anticipating Next Generation Internet trends and identifying technological gaps and emergent users’ needs. The ECP provides the unifying view and concertation of working groups’ ensuring synergies across working groups are fully exploited and effort is not duplicated.

Representatives of the different stakeholder groups within the ECP inform and guide the rest of the panel and the project management, as to how to best engage with individual stakeholders from the 8 groups identified as project target: **1) NGI researchers in ICT, social sciences & humanities; 2) Innovation platforms & clusters; 3) IT and network Operators, service providers; 4) Hi-tech Start-ups & SMEs; 5) Internet Policy Experts and Activists; 6) Policy makers, Funding Agencies including EU & national digital agencies; 7) Civil Society, NGOs, Citizens 8) Representatives from standards organisations.**

The ECP has the following roles:

- **Strategy and best practices:** Provide guidance on best practices in relation to stakeholder engagement to maximise impacts with practical inputs and concrete actions. Shape the overall strategic goals of SpeakNGI.eu with timely insights and inputs in respective areas of expertise. Identify events where ECP members can represent SpeakNGI.eu, including joint CSA events (e.g. Salon on “Civil Society and Internet Policy”).
- **Consultation Process Supervision** – Contribute inputs to the channels covering H2020 call priorities and FP9 topic identification and priority criteria. Provide feedback on SpeakNGI.eu clustering of NGI topics. Support wider debate on the topics through dedicated workshops and F2F meetings, shaped during the regular conference calls.
- **Advisory** — Bring to the general consultation process an advisory service, with true pan-European vision with hands-on experience in the field of NGI based on SpeakNGI.eu briefings on progress achieved and new opportunities to build on stakeholder engagement. This advisory role strongly encourages multi-view discussions and addressing the ethical and regulatory aspects in hand with the technological aspects and the end users’ perception.

ECP members are asked to join bi-monthly conference calls and up to 2 physical meetings (travel costs reimbursed). At the time of writing, the table below summarizes a list of experts that have accepted participating as members of the ECP. During the project lifespan, more experts may be invited to join this group, until it contains 20 experts.

KPI			
	Month 3	Month 6	Month 12
Number ECP members	10	15	20

Table 5: ECP members’ recruitment KPIs

EUROPEAN CHAMPIONS PANEL

Meet our European Champions Panel: Multi-disciplinary and multi-stakeholder thought leaders helping to shape the Next Generation Internet. Our ECP is supporting the NGI Consultation Team in defining top priorities, key topics and major challenges for a human-centric internet.

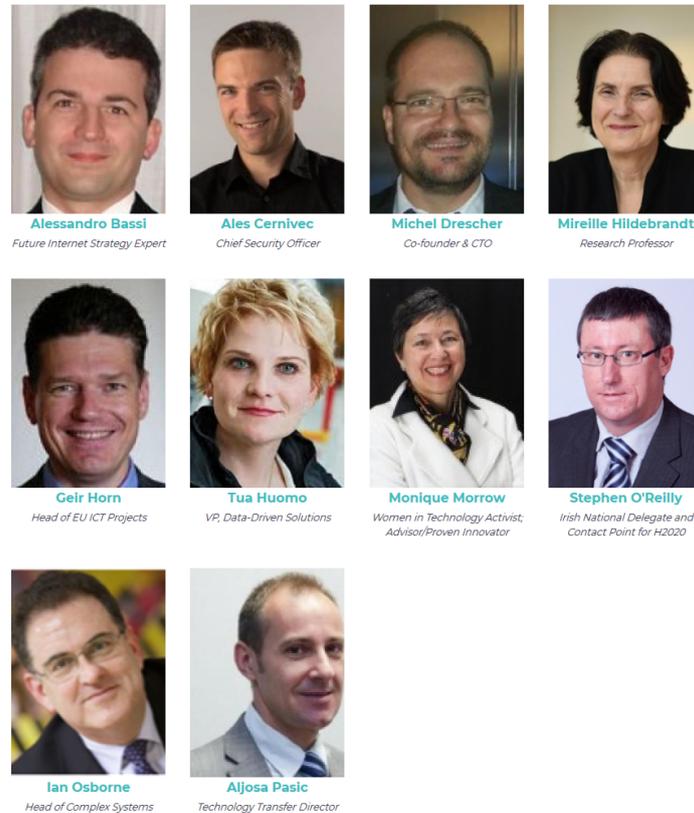


Figure 9 ECP members' page on <https://consultation.ngi.eu> website – January 2018

Since the Kick off meeting of the ECP held in November 2017 (ref. D4.2 Report of the first event), and as part of the agile nature of the CSA initiative, the project team has examined the ECP membership with respect to the eight stakeholder groups (ref. section 4.1 below). This exercise has been carried out and several of the stakeholder groups that were in need of recruitment are currently being addressed with the recent invitation of new members.

The two most recent acceptances are Mr Wolfgang Jamann (Civil Society, NGOs, citizens) and Mr. Frédéric Donck (Internet Policy Experts and Activists).



Wolfgang Jamann (Executive Director, effective 19 March 2018, International Civil Society Centre) has more than 20 years of experience in development assistance and humanitarian response, most recently as Secretary General and CEO of CARE International. He has lived and worked in Africa and Southeast Asia. Prior to his current role at CARE, Wolfgang was CEO and Chair of Welthungerhilfe, a leading humanitarian and development CSO in Germany. Earlier in his career, he worked in different roles and countries for Care, World Vision, the United Nations Development Programme, and the German Foundation for International Development.



Frédéric Donck (Regional Bureau Director for Europe, Internet Society) has in-depth experience as a negotiator and advocate in the telecommunications and Internet industry. Much of his work has been to bridge the interests of the public and private sector to negotiate policy solutions to the benefit of all parties. During ten years of international public policy work within the European

Commission, in particular with Directorate-General for Information Society and the Directorate-General for Enterprise, Frédéric developed and advocated for numerous European policies and decisions in the convergent e-communications sector. In this position, he also contributed to the launching and management of European-wide projects in the advanced television broadcasting and information and communications technology sectors as well as projects intended to create international clusters of small and medium-size enterprises.

3.5 Early Adopters Club (EAC)

The SpeakNGI.eu Early Adopters Club is an important channel for championing core values of the next generation internet. Members of the club will therefore play a key role in championing these values to a broader audience in a timely manner.

SpeakNGI.eu will leverage on the Club to increase the attention level on practical implementations of the NGI vision. As described in the document D4.1 “SpeakNGI.eu Communication Plan, 1st version”, a series of activities to engage with this Stakeholder Group will be performed (see D4.1 for details). In particular, it is to be highlighted that a “Call of Interest” to become an early adopter will be published in due course on the NGI website.

SpeakNGI.eu has identified three frontrunner projects with adopters as the basis for forming the Early Adopters Club, where participation in the Early Adopters Club can directly support extensive use of the tools and technologies developed, thus helping to maximise impacts.

Targeted actions include:

- DECODE: <https://decodeproject.eu/>. DECODE is exploring and piloting new technologies that give people more control over how they store, manage and use personal data generated online. It is testing the technology in two pilot sites and exploring the social benefits of widespread open data commons. Two pilots serve as DECODE launchpads. The pilot in Amsterdam is on IoT and the sharing economy, while the pilot in Barcelona focuses on IoT and open democracy. Nesta is a common link between SpeakNGI.eu and DECODE.
 - Early adopters can be recruited from Dyne.org, as an organisation that brings together artists, creatives, and engaged citizens to share their experiences of DECODE. Waag Society is also targeted as it drives open participatory innovation and citizen co-creation, and can therefore help bring on board early adopter stories.
- D-Cent, <https://dcentproject.eu/>. D-Cent is developing the next generation of open source, distributed and privacy-aware tools for direct democracy and economic empowerment.
 - Tools are already available for download and uptake. SpeakNGI.eu can leverage this opportunity for sharing through the Club real-world experiences of citizen engagement as part of its drive to gain wide consensus on the underlying NGI vision. The Citizens Foundation can offer a route to member recruitment.
- MyHealthMyData <http://www.myhealthmydata.eu/>. Health data is a treasure trove for cyber criminals and the black market with over 60 million medical records stolen since 2009. MyHealthMyData is responding to the urgency of securing patient data, reducing “by design” the risk of identity theft and privacy breaches and introducing a new way to share personal information in a way that empowers their primary owners, that is, the patients.
 - Engagement with MyHealthMyData will be very timely as the healthcare sector progresses on its journey towards digitisation, increasing numbers of connected devices and 5G⁶. The Club offers an important channel to showcase innovative approaches to health data using blockchain technologies, as well as the substantial socio-economic impacts expected.

⁶ World Economic Forum 2018, “Transforming Health in the 4th Industrial Revolution”, <https://www.weforum.org/events/world-economic-forum-annual-meeting-2018/sessions/transforming-health-in-the-fourth-industrial-revolution>.

3.6 Citizen Manifesto

The Next Generation Internet Initiative has a crucial role to play in empowering citizens, making them a major stakeholder in current and future developments.

Since the proposal phase for SpeakNGI.eu a Manifesto on Digital Social Innovation has been produced and gone through a consultation process⁷. The Manifesto is based on the following key elements:

1. **Openness and Transparency.** Central to the Manifesto is avoiding citizen lock-in to proprietary solutions. To this end, the Manifesto:
 - Promotes **Open Data approaches** (innovative ways of opening up, capturing, sharing, using, analysing and interpreting open data), and ensuring transparency of the algorithms used by platforms with high social value.
 - Sustains **Open Knowledge** (communities supported by online platforms that collectively analyse data, develop and analyse new types of knowledge or crowdfund social projects).
 - Mandates **use and reuse of existing Open-Source** (and possibly free of charge) software in national and EU funding streams. Encourage development and adoption of Open Hardware (hardware which people can adapt, hack and shape into tools for social change with no legal limitation).
2. **Democracy and Decentralisation.** DSI solutions can effectively be harnessed for elections, consultations, deliberations, policy making, and thus serve as powerful support for democracy and participation.
 - Promote **citizens' awareness and political attention** towards these new forms of innovation, the creation of new commons, citizen engagement and to the risks (privacy, monitoring) entailed by centralised solutions (including dominant social networks, clouds, and AI systems).
 - Accelerate projects which aim at **integrating digital tools** into every aspect of democracy, from campaigns and proposals to policy design, spending and scrutiny – and encourage leadership from municipalities, parliaments, political parties, whether through funding, advocacy or convening.
 - Analyse, compare and give broader visibility (for further replicability) to the **open democracy and participatory budgeting practices** implemented by several European cities.
3. **Experimentation and Adoption.** EU and national funding streams should promote pilots, rooted into actual communities that can explore emerging solutions and demonstrate the long-term potential of DSI, for example in healthcare, democracy, making, environment, energy, or new economic models (such as the sharing economy).
 - Bring together existing communities of citizens with entrepreneurs, social innovators and institutions, to assess the **real effectiveness of DSI solutions** and align regulation, law, technology and user needs to eliminate barriers to innovation and to inclusion (without discrimination based on age, gender, cultural background, disabilities and sexual orientation).
 - Set **technological priorities** of public research programmes as the most effective to cope with societal challenges: low-cost or collaboration potential may be more important than sheer performance.
 - Make sure that EU and public institutions are the first ones to **test and adopt DSI approaches**. Use new participatory models to engage citizens in everyday life, in their localities.
4. **Digital Skills and Multi-disciplinarity.** Overcome significant gaps in the skills and capacity to experiment with and develop new digital social innovations. The development of easy-to-use and effective solutions requires a complex combination of expertise from disparate different technological and social domains, which is not provided by the traditional education systems.

⁷ <https://www.dsimanifesto.eu/manifesto/>.

- **Incentives for multi-disciplinarity:** novel approaches and support are sought to fostering collaboration between the tech community, social scientists and civil society organisations.
 - Promote a **much broader base of digital skills among citizens, and women** in particular, NGOs and other community organisations, to enable them to get advantage of digital technologies – and contribute to their development into social directions. This includes critical thinking and language skills, which are crucial for media and digital literacy.
 - **Information technologies and coding skills**, as well as a broad multidisciplinary understanding of Internet governance, should be part of the core curricula both in schools and universities – which requires massive training for teachers as well.
5. **Sustainability.** New approaches to solving societal challenges cannot rely only on commercial mechanisms or voluntary participation. It is of essence to ensure that funding for innovation in the digital society – whether at EU, national, regional or city level – reaches the actors and areas with most potential for societal benefits:
- **Governance:** Redefine the governance rules for public research programmes, assigning a leading role to social innovators (such as makers, start-ups, researchers, social enterprises, civil society associations and NGOs) rather than to large and established companies with powerful lobbies.
 - **Methodology:** structure funding to fit the distinct stages of innovation – from early stage design to incubation and acceleration and then through to scaling up. Define and experiment new sustainability models for DSI (e.g. leveraging on crowdfunding and CSR programmes).
 - **Additional sources:** leverage public sector procurement opening it up to the above-mentioned civil society actors and sustainability areas. Increase access to alternative sources of finance and cross-border crowdfunding.

These five elements of the Manifesto have also been highlighted during webinars on ICT-24 in January 2018, co-hosted with NGI Move and SpeakNGI.eu with the active participation of the European Commission in facilitating potential proposers on key points to consider when applying for the competitive call. The image below is an extract of the webinar content.



Figure 10: Digital Social Innovation Manifesto [Source: ICT-24 Webinars in Jan 2018]

SpeakNGI.eu actively supports and champions the Manifesto and is aligning its work with its overall objectives and key elements. Support for the Manifesto takes place through the Consultation Platform, the European Champions Panel and the Early Adopters Club.

- Inclusion in the consultation platform will seek to increase endorsements of the Manifesto.
- The ECP will also champion the Manifesto as part of its inputs and insights.

- The Early Adopters Club will bring real-world experiences and validation of new techno-social models, providing feedback also on usability and usefulness.

Outreach will extend also to COST and CAPSSI projects to target citizen end users to enrich the experiences covered by SpeakNGI.eu. This cooperation has already started with the participation of SpeakNGI.eu at the September, 2017 COST-CONNECT workshop on “An interdisciplinary approach on the Next-Generation Internet” in the COST offices in Brussels. This event was jointly organised by the COST programme and DG CONNECT of the European Commission with the purpose to bring together the COST and DG CONNECT projects working in relevant areas to NGI topics. During this workshop, the SpeakNGI.eu coordinator led a group discussion pondering a selected question for a World café session on how to adequately balance a “citizen centric” Next Generation Internet in an environment where the business models are largely based on the data economy, which uses citizens’ data as a replacement for payment fees or subscription charges.

This extensive support of the Manifesto is therefore aligned with SpeakNGI.eu’s push towards the democratisation of NGI.

Stakeholder engagement and awareness:

- Inputs for the Consultation Platform:
 - Create new discussion channels and leverage key values as discussion points at relevant events (SpeakNGI.eu and 3rd-party).
- Awareness campaign under WP4, including the creation of dedicated promotional material.
 - The goal is to widely broadcast the values underpinning the DSI Manifesto across the EU and globally through the GIPO community.
 - Increase understanding of the value of a DSI approach for the EU and encourage endorsements.
- Mapping of relevant activities across the EU and globally, including:
 - The GIPO community.
 - Work within relevant standards organisations such as the IEEE Internet Initiative.
 - Priorities for organisations like the International Civil Society Centre (ISOC), ensuring that ECP members also contribute insights.
- Joint events:
 - NGI Salon, co-hosted with NGI Move on “Civil Society and Social Digital Innovation”.

4 Engagement with SpeakNGI.eu Stakeholders

4.1 Stakeholder Groupings

SpeakNGI.eu will conduct a series of activities with the ECP and with other stakeholders external to the consortium to ensure continuous dialogue on NGI topics. The 8 major Stakeholder Groups identified provide a thorough range of actors and should guarantee that multiple perspectives feed into NGI resources like the consultation platform. The participation of ECP members from each group will ensure coverage of diverse viewpoints, priorities, and needs, drawing on the consortium's network of experts across Europe. Here below a complete list of the Groups, to which the GIPO Community has been added:

- 1) **Multidisciplinary NGI researchers in ICT, social sciences & humanities:** SpeakNGI.eu works on initiatives in these areas and has created a consolidated, and is therefore well placed to leverage and build on its current network. Links to the social sciences and humanities include the CESSDA community.
- 2) **Innovation platforms & IT clusters:** SpeakNGI.eu has identified stakeholders from this group (e.g. CAPSSI) for timely communications on NGI funding opportunities. IT hubs within this group are also targeted as one of the instruments of the NGI Stakeholder Task Force as an effective route to innovative start-ups and small businesses mostly new to the NGI funding programme, incentivising them to come on board.
- 3) **IT and Network Operators, Service Providers:** The consortium has an excellent network of IT operators, network and service providers (large corporations and SMEs), spanning the key enabling technologies of the Digital Single Market strategy: cloud, big data, IoT, 5G and cyber security, as well as a good understanding of the latest technology advances. Targeting this stakeholder group will ensure that multiple perspectives will feed into interactive discussions at external events and stimulating contributions to the consultation platform and knowledge base. This group comprises experts on major cross-cutting issues like security, privacy and trust.
- 4) **Hi-tech Start-ups & SMEs:** SpeakNGI.eu will leverage its long-standing engagement with business and trade associations to source potential candidates for the NGI programme and provide incentives like visibility in the Consultation Platform. Examples include the Digital SME Alliance.
- 5) **Internet Policy Experts and Activists:** SpeakNGI.eu targets this group through its ECP and relevant external events to ensure perspectives are amply covered and shared across the NGI community.
- 6) **Policy makers, Funding Agencies including EU & national digital agencies:** SpeakNGI.eu targets this group through participation in the Future Internet Forum and joint events/activities with HUB4NGI as the interface for the NGI NCPs, some of which were already part of the consortium's network. Relevant ECP members can also strengthen links and ensure coverage of relevant priorities.
- 7) **Civil Society, NGOs, Citizens:** national channels and the NGI frontrunner projects will be leveraged to reach this stakeholder group, focusing on co-creation approaches that can feed into the Early Adopters Club and the Citizen Manifesto.
- 8) **GIPO community:** SpeakNGI.eu sustains this global community to strengthen international perspectives and consensus on policy priorities and best practices for a human-centric internet.
- 9) **Representatives from Standards Organisations:** SpeakNGI.eu draws on extensive engagement with this stakeholder group, including in-depth analyses and workshop contributions (e.g. ETSI Security Week; contribution to ITU Study Group 17: Security). Collectively, SpeakNGI.eu has a consolidated network of standards specialists contributing to key technologies like 5G, IoT, cloud computing and big data, with interactions taking place on a very regular basis (including daily interactions).

SpeakNGI.eu is monitoring current efforts to develop and/or update Internet protocols as well as on-going standardisation work within key standards organisations such as the IETF, ETSI, IEEE, ITU and W3C, as well as relevant open source communities. Key links have also been established with the 3GPP and its work on Release 15, and subsequently Release 16. Specific activities are selected for direct engagement, including participation at events, as described in Section 4.

Engagement is measured by means of stakeholders contributing to the SpeakNGI.eu Consultation Platform and Knowledge Base, stakeholders who attend meetings or other physical or virtual events with an adequate level of inputs, and the NGI community developed through social media channels and professional networks. Relevant KPIs are identified in the table below.

Activity	Means of verification	KPI
Overall community engagement	Profiled NGI database (in synchronisation with all the 4 NGI CSA projects) with relevant actors from the 8 sectors identified, to be used to send out targeted newsletters and emails and to additionally engage via social media	5000+ records in the NGI DB (note: To be GDPR compliant, at the NGI Planning Management Team Meeting, it was agreed by the four CSAs and EC, that NGI contacts would be collected altogether in one Contacts DB. This action will take place through the GDPR sub-task force).
<i>NGI Interactive Map population (OBSOLETE)</i>	<i>N° of records in the map, among initiatives (projects), legal entities (companies & associations), and people</i>	<i>It was agreed at the first NGI Management Team meeting that the NGI Map would be the sole responsibility of the Hub4NGI project to avoid duplication. Therefore, this KPI belongs to the Hub4NGI project but all projects will contribute to encouraging their stakeholders to register on the NGI Online map.</i>
Active contribution on SpeakNGI.eu online Platform	N° of messages left on SpeakNGI.eu discussion channels https://consultation.ngi.eu/channels	100 active discussion entries on SpeakNGI.eu website – identified as “flagship innovators”. This could take the form of the established curation process from NGI events reports (e.g. NGI Salons, webinars, and/or from individual users.
Written contribution to SpeakNGI.eu outputs & reports	Acknowledgement and awards marked in the document	50% of ECP members
Early Adopter’s Club engagement	Number of people listed in the Early Adopter’s Club; number of best practices analysed by the Club	Pulled from the NGI DB, 50+ members of the Early Adopter’s Club; 6 citizen-driven use cases analysed in Early Adopters Club Report (D3.4). These would be initiated with their entries to the CP / KB on relevant topics in NGI.
Start-up Broker Service engagement	N° of SMEs & start-ups listed as potential buyers and sellers within the NGI community who could make up consortium players in the future NGI flagships.	50+ records in the NGI stakeholder contacts database & online dedicated area of NGI.eu website
Physical	Participation of ECPs members to 3 NGI	90% of ECP members registered

Activity	Means of verification	KPI
participation to project meetings & events	events; stakeholder groups represented at the NGI events	and attending the 3 NGI events, including the co-joined events with the other 4 CSAs; at least 1 representative / stakeholder group at each NGI event
<i>Working Groups participants (OBSOLETE)</i>	<i>N° of WG subscriptions</i>	<i>Since the project started, these working groups have been superseded with the Inter-CSA WG of the 4 CSAs, and the NGI Planning Management Team (4 CSAs + EC). Inter-CSA Task forces are created on an as needed basis. More topic oriented working groups have been carried out within the NGI Move Salons.</i>
Documented best practices	N° of best practices	6 citizen-driven use cases reported. These will largely be driven by ECP members, and will be featured in entries to the CP / KB.
Citizen Manifesto	N° of signatures to the online NGI Manifesto	1000+ online signatures

Table 6: SpeakNGI.eu stakeholder engagement KPIs

4.2 Motivational Drivers

A crucial component of the project is to engage all the stakeholders that are necessary to fully achieve the specific goals of SpeakNGI.eu. Practical motivational drivers have been therefore identified that will be leveraged on to encourage engagement with the initiative, ultimately ensuring achievement of the expected results, particularly in terms of community members. The motivational drivers shall be further defined and adjusted throughout the project, according to the feedback received from the various stakeholders group.

Motivational drivers	Stakeholders targeted	Tangible Benefits
Mechanism 1 – Visibility & reputation	ALL	SpeakNGI.eu will provide a unique opportunity of visibility to all participants who contribute to the complex dialogue around NGI. In particular, industrial players will have the chance to concretely and objectively support their positions and achievements, whereas researchers can support publishable articles & paper submissions with first-hand evidence and outcomes of discussions. Finally, all stakeholders will support their reputation and credibility by citing evidence from the consultation platform.
Mechanism 2 – Incentive/Financial-driven	NGI researchers in sciences & humanities; High tech Start Ups & SMEs; Internet Policy Experts and Activists; Funding agencies.	Interfacing with national funding agencies for policy & decision making will generate opportunities that are in line with the European trends emerging from the dialogue. The consortium has earmarked budget to allow for representatives of 6 use cases that may be supported to attend and present at one of the flagship events organised.

Motivational drivers	Stakeholders targeted	Tangible Benefits
Mechanism 3– Knowledge-driven	ALL	SpeakNGI.eu shall be the reference, authoritative, global information source for Europe’s dialogue in Next Generation Internet themes and future developments. First-hand information will be produced and made available for further technical developments in the field, as well as for general awareness purposes.
Mechanism 4 – Reward- and Certification-driven	NGI researchers in sciences & humanities; High tech Start Ups & SMEs; Citizens and Citizen Scientists.	Awards, special mentions, and other recognitions within the public documents produced such as the citizen manifesto, whitepaper shall be given to Individuals and Organisations who significantly contribute to the SpeakNGI.eu open discussions over the 18 months of project duration
Mechanism 5 – Technical findings-driven	NGI researchers in sciences & humanities; High tech Start Ups & SMEs; Policy makers including EU & national digital agencies	Knowledge and findings linked and/or generated by SpeakNGI.eu as a result of the open consultation and publicly made available in a timely manner will be the opportunity to interest & eventually on-board further early users, and community members in general, across Europe.

Table 7: Motivational Drivers for Stakeholder Engagement

4.3 SpeakNGI.eu Stakeholder Engagement Priorities

Effort is dedicated within SpeakNGI.eu to raise awareness of NGI concepts and opportunities particularly among **innovators** (technology, social) not usually involved in R&I, helping to meet the vision for a human-centric internet and new business models based on fairer and more transparent business practices based on EU values.

- Pioneering start-ups and SMEs: the driver is to facilitate understanding of new NGI concepts and funding opportunities among agile and innovative businesses. This category receives special focus also in the NGI Stakeholder Task Force.

The EIT Digital Accelerator⁸ – Supporting European digital ventures to scale up their business in Europe and beyond. The EIT Digital Accelerator steps in to fully manage the innovation and entrepreneurship funnel, supporting the growth of the activities so that they become successful European products, services or ventures. In addition to coaching the business, the Accelerator helps them with pan-European Access-to-Market (customer acquisition) and Access-to-Finance (fundraising). EIT Digital activities concentrate on four Innovation Action lines: **Digital Industry, Digital cities, Digital Wellbeing, Digital Infrastructures.**

EIT Digital Accelerator already supports a substantial number of innovative digital technology start-ups and scaleups in Europe (see portfolio here <https://www.eitdigital.eu/accelerator/scaleup-portfolio/>), which SpeakNGI.eu can leverage through the Stakeholder TF to onboard new players in the NGI space.

Digital Catapult⁹ – Digital Catapult is a technology innovation Centre that unlocks digital growth in the UK economy. It works with companies of all sizes to transform their businesses by accelerating the practical application of digital innovation. We bridge the gap between research and industry, finding the right technologies to solve problems, increase productivity and open up new markets faster.

⁸ <https://www.eitdigital.eu/accelerator/>.

⁹ <https://digital.catapult.org.uk/>.

SpeakNGI.eu can leverage its rich portfolio of companies¹⁰ to identify innovative businesses in the NGI space as well as insights for the consultation platform.

DIGITALEUROPE¹¹ – DIGITALEUROPE represents the digital technology industry in Europe, whose members include some of the world's largest IT, telecoms and consumer electronics companies and national associations from every part of Europe. DIGITALEUROPE is governed by an Executive Board composed of 20 individuals, ten representatives are from corporate members and 10 from national trade associations. The Executive Board has the power to set future priorities, adopt pro-active plans and final positions by co-coordinating the work of policy groups and working groups. **SpeakNGI.eu will establish relations with DIGITALEUROPE Executive Board to gather its expertise and unique vision on ICT market trends in Europe.**

In addition, special links will be established with the **Digital Technology & Innovation Group¹²** providing technical expertise that aids in the harmonised introduction of emerging technologies in the European digital economy.

Industry-led initiatives also fit in this stakeholder category, as an increasing number of corporations support disruptive R&I Labs/start-ups, starting with those corporations already part of the SpeakNGI.eu network.

Examples include the Italtel Open Innovation programme¹³ and its goal to identify start-ups and new SMEs for joint innovation projects, to acquire new technologies and market-ready products to enter the vertical markets such as Industry 4.0, Smart City, Digital Health, IoT, Blockchain, Cybersecurity technologies. Other examples include the Ericsson Garage initiative and Nokia Startup Bus initiative. SpeakNGI.eu can leverage contacts within its network to identify relevant businesses as potential candidates for the NGI initiative and share perspectives through the consultation process.

- **Civil Society innovators:** SpeakNGI.eu will draw on the CAPSSI pool of projects of over 40 projects and 165 active members (as of January 2018), including the validation of new techno-social models based on innovative tools addressing pressing environmental and social issues in 7 technological areas (big data, IoT, mobile apps, open data, open hardware, open knowledge, and open networks). Insights can feed into the consultation platform as well as into the support campaign for the Manifesto on digital social innovation.

Leveraging these platforms and the people behind them will enable SpeakNGI.eu to enrich its open consultation process, potentially recruit users into the Early Adopters Club and ensure their perspectives are amply covered in the drive towards the NGI.

- **GIPO Community:** as also detailed in D4.1, NGI will liaise with GIPO where it has agreed, in collaboration with the European Commission to undertake the activity of the integration of the GIPO community within the NGI perimeter. Activities include a soft integration of the GIPOnet.org with the NGI consultation platform and, more in general, synergy extraction with the GIPO and NGI communities. The opportunity presented by GIPO is to contribute to the globalisation of the NGI discussions by means of the introduction of topics that have a truly global appeal and can introduce useful, extra European perspectives into the debate.

In addition to all of the above, the ECP brings **innovation champions** including new initiatives for a human-centric internet that aims to tackle global social issues through fairness, openness and inclusion. A good case in point is the Humanized Internet, founded by one of the ECP members (<https://www.thehumanizedinternet.org/>).

In the following table, a snapshot view of the relevant networks related to each of the stakeholder Groups is reported.

¹⁰ <https://www.digitalcatapultcentre.org.uk/case-studies/>.

¹¹ <http://www.digitaleurope.org/>.

¹² <http://www.digitaleurope.org/Our-Work>.

¹³ <http://www.italtel.com/it/open-innovation/>.

Stakeholder Group	ECP Members	Sample of community members	Engagement Mechanisms
Multidisciplinary researchers of NGI topics, Social Sciences and Humanities	Mireille Hildebrandt; Tua Huomo; David Wallom	@Lidia_Stepinska (Science and technology enthusiast, researcher, #opendata advocate); @harryhalpin (Researcher at @inria, visiting MIT for blockchain work, philosophy of the web, open internet advocate)	ECPs and SpeakNGI.eu network of researchers from multi-disciplinary communities. Inter-CSA collaborations, e.g. HUB4NGI and Engine Room.
Innovation platforms and Clusters	Michel Drescher; Geir Horn; Sue Daley	@CAPSSIEU: @Clusters_EU (The European Cluster Collaboration Platform: connecting clusters in Europe and beyond. Special services and matchmaking to support clusters go international).	Events targeting the CAPSSI initiatives; synergies established through the Stakeholder TF with all relevant initiatives.
IT and network operators, service providers	Aljosa Pasic	5G PPP phase 1 and phase 2 project networks (e.g. LinkedIn: 5G-ENSURE; CogNet; To-Euro 5G, Global5G.org); EC Cluster on Data Protection, Security and Privacy; BIGDATASTACK (BDVA)	Direct interactions with the community to gather views and monitor trends on the supply side, including private initiatives supporting start-ups relevant to NGI.
Hi-tech start-ups and SMEs (with relevant NGI technologies or as potential pilot use cases)	Ales Cernivec; Monique Morrow	IT hubs; SME and business associations across the EU, spanning EIT Digital Accelerator, Digital Catapult and DIGITAL EUROPE, among others.	ECP and synergies established through the Stakeholder TF targeting especially small firms not usually involved in EC funding programmes to drive innovation in the EU marketplace.
Internet Policy Experts and Activists	Alessandro Bassi; Frederic Donck - ISOC	Events such as the world wide web conference to identify experts and opportunities to collect views on related topics.	Joint organisation with NGI Move of Salon event on Civil Society and the NGI initiative. The event will see the active participation of digitisation champions to drive interactive discussions on barriers and opportunities.
Civil Society, NGOs and Citizens	Wolfgang Jamann (Internet Civil Society, from March 2018)	Citizen forums/associations across the EU including participants in frontrunner NGI initiatives and CAPSSI.	Collaborations with HUB4NGI; future internet assemblies and similar events. Recruit national champions of the joint Inter-CSA outputs.
Policy makers, Funding Agencies including EU & national digital agencies	Stephen O'Reilly; Ian Osborne	Pierre Simay (Collaborative Research & Innovation Manager at @IMTFrance/@IMTechfr. National Contact Point for Horizon 2020); Rebecca Steinert, Swedish NGI CP.	Collaborations with HUB4NGI; future internet assemblies and similar events. Recruit national champions of the joint Inter-CSA outputs.
Standards Organisations	Currently targeted: Barry Smith – NSAI; Ray Walshe – DCU; Alissa Cooper	Consolidated network of standards specialists across IETF, ETSI, IEEE, ITU, 3GPP etc.	Interact regularly with standards specialists through LinkedIn and fit major developments into the SpeakNGI.eu engagement plan.

Table 8: Engagement Plan for 8 Stakeholder Categories

Given the complexity of the standardisation landscape and the many different stakeholder organisations involved in different ICT standardisation areas, specifically around 5G, it is worthwhile examining some of the main developments emerging from the SpeakNGI.eu analysis as the basis for engagement at various levels. One of the challenges, but also opportunities for the technical community is to reinforce its role in building on the Internet's foundation as a force for good in the world. Increased attention on privacy and security is one example of how standards can help make a difference. Another is understanding how the same tools of decentralisation and user control may be used to address new challenges, or adopting a more experimental approach to the Internet, including the values underpinning basic models such as open protocols and open processes that enable any network to voluntarily join the Internet and any user to contribute content. In the following table, relevant standardisation references that will be taken into account while building stakeholder engagement are reported.

Standards Organisation	Relevance for SpeakNGI.eu	Engagement Plan
Internet Engineering Task Force (IETF) ¹⁴	Its remit includes helping to fulfil the promise of the Internet as an engine of growth and participation. At the IGF 2017, IETF was part of the discussions on how rights-related considerations like security, decentralisation, and privacy have implicitly and explicitly been factored into IETF standards developments, including recent work to more concretely define human rights considerations relevant to Internet protocols (e.g. QUIC) ¹⁵ .	SpeakNGI.eu monitors on-going work within the IETF on open protocols and open processes that enable any network to voluntarily join the Internet and any user to contribute content.
Relevant IETF WGs	The IETF activities are generally relevant to NGI, including automated network management. Groups of specific interest include QUIC WG (QUIC UDP Internet Connections) ¹⁶ . This WG is part of on-going work within the IETF to improve the ability of Internet protocols to send data over the Internet by developing new transport protocols. The QUIC working group will provide a standards-track specification for a UDP-based, stream-multiplexing, encrypted transport protocol, based on pre-standardisation implementation and deployment experience. It is a potential candidate for inclusion in Release 16 of the 3GPP.	SpeakNGI.eu is part of daily email alerts from the IETF and also its 5G group, facilitating the identification of engagement opportunities. In addition, direct engagement is targeted through the ECP and the chairs of relevant WGs, as well as potential participation in IETF 101. Insights will also feed into activities within the NGI Stakeholder TF.
ETSI	One of the three officially recognised EU standards organisations, ETSI produces globally applicable standards for ICT, including fixed, mobile, radio, broadcast and internet technologies and emerging technologies.	In recent years, SpeakNGI.eu has developed key links with ETSI, standards specialists and also SMEs benefitting from standards. These links are the basis for engagement with ETSI chairs and standards specialists that are part of the groups targeted.
Relevant ETSI groups	ETSI Industry Specification Group on Zero Touch Network and Service Management (ETSI ZSM ISG) ; established December 2017 ¹⁷ : Its initial focus is on	

¹⁴ <https://www.ietf.org>.

¹⁵ https://www.ietf.org/blog/internet-governance-forum-2017/?primary_topic=6&.

¹⁶ <https://datatracker.ietf.org/wg/quic/charter/>.

¹⁷ <http://www.etsi.org/news-events/news/1245-2017-12-news-etsi-launches-zero-touch-network-and-service-management-group>.

Standards Organisation	Relevance for SpeakNGI.eu	Engagement Plan
	5G end-to-end network and service management, such as network slicing management, with plans to extend to the management for future network generations.	Insights will feed into ECP discussions and activities within the NGI Stakeholder TF.
	<p>ETSI Industry Specification Group on Next Generation Protocols (ETSI ISG NGP): evaluating current Internet protocols in the context of 5G systems, with aim of triggering a modernised network architecture. The ISG aims to influence the main communications standards bodies, e.g. 3GPP, ETSI, IEEE, IETF, ITU-T in shaping their protocol evolution for 5G systems and 21st-century networking technology to address the issues identified and meet the recommendation provided. Release of the first specifications, GS NGP 001: Next Generation Protocols; Scenario Definitions¹⁸ (October 2016).</p> <p>ETSI Industry Specification Group 'Experiential Network Intelligence' (ETSI ISG ENI); established February 2017: define a Cognitive Network Management architecture based on the “observe-orient-decide-act” control model. It uses AI (Artificial Intelligence) techniques and context-aware policies to adjust offered services based on changes in user needs, environmental conditions and business goals. The system is experiential, in that it learns from its operation and from decisions given to it by operators to improve its knowledge of how to act in the future.</p>	
IEEE Internet Initiative ¹⁹	Promotes thought leadership and innovation; advances solutions for a trustworthy and inclusive internet by contributing technology expertise and resources to the policy ecosystem and providing a collaborative development platform and community to produce action-oriented and implementable outputs.	Engage with the initiative to determine values that are common to or complementary with the NGI vision, thus extending core messages globally. Interactions will feed into discussions with relevant members of the ECP and the NGI Stakeholder TF.

Table 9: Relevant scenario in the ICT standardisation field

¹⁸ http://www.etsi.org/deliver/etsi_gs/NGP/001_099/001/01.01.01_60/gs_NGP001v010101p.pdf.

¹⁹ <https://internetinitiative.ieee.org/about>.

5 Risk Management

As documented in D1.1 ‘Project Management Handbook’, a few risk elements concerning engagement of the various stakeholders are in the radar since project inception.

The management of the risks is under the responsibility of the Project Coordinator, who is promptly informed by the WP Leaders. Control and input from the Stakeholders Task Force and from the Communication Task Force add an additional level of mitigation.

In the table below, the 4 main risks related to stakeholder engagement are reported, with their current status.

Description of risk (with likelihood & impact) ²⁰	Description (as per D1.1)	Current status
Lack of engagement in the consultation platform	Gaining engagement to acquire the target volumes of participants base for the consultation will be challenging, but the Partners will leverage also on their vast network of contacts, utilised in several cutting-edge initiatives in ICT, where they have the role of community development. Moreover, the Partners will exploit their current advantageous position gained in the field thanks to their central role in several innovation initiatives, already identified and preliminary engaged. ECP members, stakeholders and EC channels will be leveraged as far as possible to promote visibility and benefits of SpeakNGI.eu.	<p>Monitoring: The number of users of the consultation platform and their engagement level on the website is monitored on a weekly basis by SpeakNGI.eu. Data are discussed at the Comms TF. Also, engagement at events (physical and virtual) is continuously monitored.</p> <p>Measurement: Size of the community.</p> <p>Mitigation: Frequency of TF meetings is kept fortnightly for the Comms TF.</p> <p><i>(Likelihood: Low; Impact: High)</i></p>
Inadequate processes and tools. <i>(Likelihood: Low; Impact: Medium)</i>	The Partners have significant technical and organisational experience in the set-up and supervision of technical discussions and consultations. As a contingency measure, a team of web experts will closely monitor and ultimately directly engage with end-user to fine tune the critical user experience passages of the consultation platform at www.SpeakNGI.eu . Increase of the frequency of analysis of the technology areas and values for a balanced & comprehensive discussion on NGI, also including volunteers from the engaged community, will also be considered.	<p>Monitoring: Daily supervision of the contributions and feedback from the consultation platform users.</p> <p>Measurement: Number of malfunctionings and negative feedback / request for improvement.</p> <p>Mitigation: The roadmap of future releases of the Consultation Platform has been produced as part of D2.1. User experience issues are treated with priority.</p> <p><i>(Likelihood: Low; Impact: Medium)</i></p>
Difficulty in synchronising & aligning activity with the other 3	A dedicated task under Task 3.2 on synergising with the projects will streamline activities and secure alignment and will mitigate any	<p>Monitoring: Daily interaction with the other CSAs. Cross-CSA teams well established now.</p>

²⁰ Risk severity is determined by the product of likelihood (here in the scale “low/medium/high”) and impact (also indicated here in the scale “low/medium/high”).

Description of risk (with likelihood & impact) ²⁰	Description (as per D1.1)	Current status
CSAs.	potential mis-alignment. The task also establishes lines of communication with the other ICT-41 projects. A monthly milestone of a conference call among the various NGI CSAs has been included.	<p>Measurement: Number of critical issues reported at the MT Meeting, TF Meetings or in daily exchanges (email + RIOT platform).</p> <p>Mitigation: The periodic TF meetings usually involve EC representatives, which may speed-up conflict resolution and, ultimately, the NGI MT meetings (physical or virtual) guarantee optimal synchronisation.</p> <p>(Likelihood: Low; Impact: Medium)</p>

Table 10: Risk management

6 Conclusions and Roadmap

Here the main conclusions of the present document:

1. As a result of the various topics emerging from the NGI study and more recently results from the inter-CSA projects, NGI, through the consultation platform, may develop **automated summary reports** highlighting the major areas of discussion, this coupled with the NGI priorities will allow us to map the priorities against the stakeholders and use, more specifically the levers of the engagement plan to extract appropriate discussions to feed into the consultation platform.
2. A number of **levers** to effectively engage the stakeholder groups identified by the Stakeholder Task Force have been described and utilised by the SpeakNGI.eu team, namely, the channels actively curated and moderated of the communication platform, the knowledge base, the ECP, and the Early Adopters Club.
3. The SpeakNGI.eu team is involved in the **Stakeholder Task Force** of the inter-CSAs, who meets regularly, monitors the plans and activities of the CSAs and avoids any overlaps, selecting the right stakeholder grouping or multiple stakeholder groups who should contribute to one or more of the levers for engagement. This way of proceeding supports extension of the overall NGI Community and aims to increase its visibility.
4. A set of **motivational drivers** will be pursued throughout project duration to ensure incentive-based participation of the various stakeholders.
5. The **Early Adopters Club** is a central element to understand which future challenges should be addressed (FP9) and, in the short-medium term, these could be the subject of mini-grants applications in the new calls featuring cascading grants.
6. A particular emphasis shall be given to the newly acquired **Giponet.org** website and related community. The GIPO tool, in particular, will be leveraged to develop synergies between the well establish GIPO community and the growing NGI community. The GIPO community will be leveraged to further globalise the NGI dialogues and perspectives.
7. A continuous **risk management** activity is carried out to measure and, if needed, mitigate risks of low stakeholder engagement.