



ICHNOS Plus Innovation and CHange: Network of One-stop Shops Business – PLUS

The [ICHNOS Plus](#) project, funded under the [INTERREG IVC](#) programme, aims to build on the achievements of the INTERREG III C project entitled “ICHNOS: Innovation and CHange – Network of One-Stop Shops”, concluded in April 2007, that produced a **model of Regional Centre of Competence (RCC) for One-Stop Shops for business (OSS)**.

To start-up a new business, an entrepreneur undertakes a wide range of activities: developing a business plan; obtaining financial resources; registering the business entity; and obtaining any mandatory sector or activity specific licences. A survey (2006-2007), carried out by the Observatory of European SMEs, highlighted that the most significant business constraints perceived by SMEs is the compliance with the administrative regulations.

As a **capitalisation project**, ICHNOS Plus focuses on the **transfer and deployment of the RCC model and its mainstreaming into the regional policies through the ERDF Operational Programmes**. The RCC model has been conceived as a structure to co-ordinate one-stop shops acting as single points of contact for enterprises. Although the establishment of one-stop shops is foreseen by the EU legislation and was expected in all Member States by 2007, most regions have not accomplished yet this task.

The **partnership** is made of 6 partners: Ancitel Sardegna (Italy); CESGA Foundation: Fundación Centro Tecnológico de Supercomputación de Galicia (Spain), Vysocina Region (Czech Republic), North Aegean Region (Greece), Science & Technology Park of Tartu (Estonia) and Ruda Slaska Business Incubator (Poland).

The **main objectives** of ICHNOS PLUS are both optimising the implementation of this model in the three regions which carried out ICHNOS and promoting its effective transfer and deployment in other European regions.

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ICHNOS Plus final conference



From 10th to 12th May 2010 took place in Tartu, Estonia, the international conference [New Ways to Competitiveness - from European Cooperation to Local Actions](#), final dissemination event of the INTERREG IVC ICHNOS Plus project. The conference was addressing the challenges which European regions are facing in the current economic context and was discussing new ways how to increase the competitiveness of the regions. The overall aim of the conference was to discuss the **methods and good practices** on how regions can learn from each other and how they can transfer relevant experiences and turn existing policy models in one region into new actions in other regions.



Over **230** innovation support experts, government officials and entrepreneurs from **22 European countries** participated the event in Tartu. Opening words were said by Estonian Minister of Regional Development, **Mr. Siim Valmar Kiisler**, and Deputy Programme Director of the INTERREG IVC Joint Technical Secretariat, **Mr. Erwin Siweris**, ensuring high level politicians were involved in disseminating the outputs and results of ICHNOS Plus.

The minister welcomed **cooperation between regions** acknowledging the consequent impact on welfare and wished to participants a fruitful exchange of ideas during the conference. Mr Siweris outlined how EU support would **improve the effectiveness of regional development policies** and contribute to economic modernisation and increased competitiveness of Europe.

The **INTERREG IVC programme**:

- (1) enables exchange of experiences and knowledge,
- (2) matches less experienced with more advanced regions,
- (3) ensures transfer of identified good practice into mainstream programs.

One of the keynote speeches was delivered by the General Secretary of Estonian Ministry of Justice, **Mr. Margus Sarapuu**. Mr. Sarapuu described the administrative simplification for businesses in Estonia. He summarized the changes over the last years to Entrepreneurs' law, Corporate law, Economic Administrative law and gave specific examples of the results such as online registering of a company and submitting corporate annual reports over the Internet.

The representative of lead-partner, **Mr. Pier Paolo Falco**, outlined the results of the projects. Partners have identified five good practices during the ICHNOS Plus project:

- the **Regional Centre of Competence (RCC)** an organizational model for the coordination and support of the network of One One-Stop Shops (OSSes) for business;
- a **set of technology tools**, mainly software, to support both internal (Back Office) and external (Front Office) processes of OSS;

- a **database "SPORTELLO"** containing detailed information related to the procedures required for starting and exercising a business;
- a training model for the OSS staff;
- the **"virtual OSS"**: a website containing all the information regarding business start-up.

The project facilitated exchange of experience on transferring good practices to Structural Funds Operational Programmes. The main result of the project was developing **Action Plans** for all participating regions. An **Action Plan** describes how a chosen good practice would be implemented in the region.

The following figure illustrates the results of the project.

Partner	Good practice	Source of funding (EUR)	Amount of funds	Authority signing the Action Plan
Ancitel Sardegna	RCC model: part of territorial marketing	ERDF ROP	300.000,00	Regional Programming Centre of Sardinia -MA for the ERDF ROP
Cesga	a) E-Learning platform for entrepreneurs and business consolidation (GP's 2,3&4); b) Galician Virtual OSS (GP's 1,2,&5)	a) ESF b) Regional funds	a) Roughly 35.600 a year (177.800 in 5 years) b) 200.000 € per year	IGAPE on behalf of Directorate, General for Planning and Funds, Galician Treasury Ministry, Government of Galicia (Managing Authority responsible for monitoring the ERDF in Galicia)
Vysocina	Contact Centre of Vyso ina Region, based on the RCC model for transparent access of citizens to any public information,	ROP NUTS 2 South-east	34 800 EUR	Office of the Regional Council of the South-East Cohesion Region
North Aegean	Technology tools to support Back and Front Office processes of OSS; Training model for the OSS staff	National Structural Funds	Not yet known	MA for the OP 'Competitiveness'
Tartu Science Park	Virtual one-stop-shop for entrepreneurs in Tartu region	Tartu City Government	15.000,00 per year	Tartu City Government
Ruda Slaska Business Incubator	Regional Centre of Competence Training programs for OSS staff and institutions linked with OSS activities	ESF national Structural Funds Human Capital OP	400.000,00	MA of Silesia ROP (Marshall Office -SF Department for the regional components of the Human Capital OP).

The **Action Plan of Sardinia** was signed at the conference by **Mr. Francesco Ventroni** on the presence of Deputy

Programme Director of the INTERREG IVC Joint Technical Secretariat, **Mr. Erwin Siveris**.

Mr. Ventroni, representing Regional Programming Centre of the Autonomous Region of Sardinia, is responsible for European Territorial Cooperation. Other Action Plans will be signed by respective managing authorities in the nearest future.



Some of the other **high level speakers** of the conference, including managing authorities, were:

- **Mrs. Elisabetta Schirru**, Director responsible for General Affairs and Promotion of Industrial Development, Industrial Authority, Autonomous Region of Sardinia, Italy - [Regional and national perspectives for the upgrading of the One-Stop-Shops](#)
- **Mr. Petr Pavlinec**, Head of ICT department, Regional Authority of the Vysocina Region, Czech Republic - [A new eGovernment way of public services in the Czech Republic- How ICHNOS Plus involved ROP of the Vysocina Region](#)
- **Mr. Carlos Silva Liste**, Specialized Information Deputy Director, Galician Institute for Economic Promotion (IGAPE), on behalf of Directorate, General for Planning and Funds (Galician Managing Authority), Spain - [Galician programs for supporting entrepreneurship & SME's. Integrated One Stop Shop services](#)
- **Mrs. Beata Wanic**, Deputy Director of the Silesian Centre of Information Society, Poland - [ICT tools in administration in Silesia for supporting entrepreneurship & SME's](#)
- **Mr. Lampropoulos Panagiotis**, Greece - [The Case of One-Stop-Shops in Greece](#)
- **Mrs. Merike Kompus**, Vice-Chancellor of Ministry of Economic Affairs and Communications, Estonia - [One-stop shop for enterprises - Opportunities of the Single Contact Point](#)

All presentations are available on the website of the ICHNOS Plus project: <http://www.ichnos-project.org/> or on the website of Tartu Science Park

<http://www.teaduspark.ee/en/New-Ways-to-Competitiveness>.

The final conference, organized by Tartu Science Park, was a good opportunity to disseminate the results of the project and discuss the way forward.

Reflections on the ICHNOS Plus results and impact

The Sardinian representatives about future perspectives on businesses start up

Mrs. **Elisabetta Schirru**, Director responsible for General Affairs and Promotion of Industrial Development, Industrial Authority, Autonomous Region of Sardinia, presented the **Sardinian regional simplification policy for businesses**. The reform introduced by the Regional Law n. 3/2008 simplified the **authorization process** for getting permits and licenses by introducing the **self-certification**. Entrepreneurs in Sardinia can now submit an application/dossier to the municipal One-Stop-Shop declaring that all the requirements necessary the specific business activity they are applying for are fulfilled.



With this system, in Sardinia it is now possible to **start a business activity in 1 day or maximum 20 days** (it depends on the typology of activities), without waiting ages for getting a permit or visiting different offices. The new perspectives for creating a regional favourable environment for business mainly focus on the upgrading of the Internet Portal for enterprises: www.sardegnaimpresa.it, (now www.sardegnaSUAP.it). The portal will offer support to entrepreneurs such as access to incentives schemes, on line database concerning regional procedures and support to new entrepreneurs.

Getting inspiration from the good practices made available by the ICHNOS Plus project, a **new initiative of territorial marketing** will be launched to **attract new investments** and facilitate the creation of new enterprises. A **WEBGIS tool** will be implemented to display industrial zones features:

lots, infrastructural and environmental equipments, implantation costs, productive vocation, etc; and other drivers for enterprises location decisions.

The implementation of this good practice within the Region will be funded by the **ERDF Regional Operational Programme of Sardinia**.

The **Action Plan** containing the detailed description of the good practices and instruments adopted by the Region was prepared, as a result of the project, and signed at the end of the conference by the Managing Authority Responsible for monitoring the ERDF ROP of Sardinia, Mr. Francesco VENTRONI, Responsible for European Territorial Cooperation, Regional Programming Centre of the Autonomous Region of Sardinia, **at the presence of Mr. Erwin Siweris**, Deputy Programme Director of the INTERREG IVC Joint Technical Secretariat.

Representatives of IGAPE and CESGA attending the conference on the Galician supporting programs for entrepreneurship & SME's

Mr. Carlos Silva Liste, Specialized Information Deputy Director, Galician Institute for Economic Promotion (IGAPE), presented the “**Galician Supporting Programs for Entrepreneurship & SME's. Integrated One Stop Shop services**”, introducing services provided by IGAPE in presence and on-line. The aid and service programs. Financial support. The PAIT (Consultancy and Procedure Initiation Points) and its operation. The processing system on-line through the DUE (Single Electronic Document) and procedures to perform to the start-up on-line from a company with the benefits for entrepreneurs.



Mr. Ramon Basanta, Supercomputing Center of Galicia, e-Business and Transfer Manager, talked about the “**Good practices to help entrepreneurs and SME's**”. **Transfer of Knowledge and project results** was on previous projects, experiences, and outcomes. The business support. Interoperability to support businesses of different

administrations. The transfer of knowledge and innovation at companies.

Both of them expressed their congratulations to the organizers for such good an occasion of sharing information with other regions and countries peers, on their respective policies approaches, as well as new opportunities for cooperation and transfer.

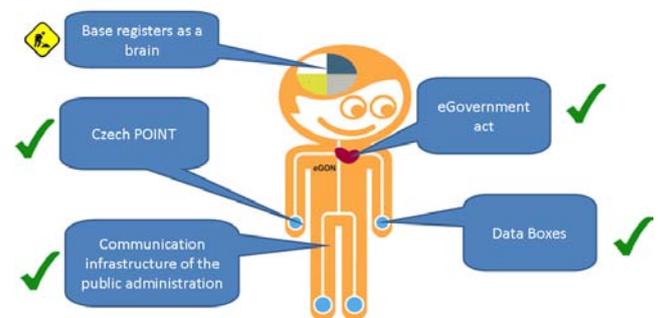
First steps to the comfortable services for citizens

Vysocina team participated in the final conference of Ichnos Plus project and presented its contribution. Involved representatives were:

- **Petr Pavlinec** – Head of ICT department, Regional Authority of the Vysocina Region, member of the Vysocina project team, Steering Committee attendee, speaker
- **Eva Janouskova** – section-director, Regional Authority of the Vysocina Region, process analysis and strategic management specialist
- **Martina Rojkova** – Conceptual division of ICT department, Regional Authority of the Vysocina Region, financial manager of the Vysocina project team, Steering Committee attendee
- **Klara Mayerova** - Conceptual division of ICT department, Regional Authority of the Vysocina Region, member of the Vysocina project team, financial tasks
- **Marek Cop** – external workmate, SME specialist, promotion of the project, webmaster of the project website

Main speaker from the Vysocina region, **Mr. Petr Pavlinec**, introduced state of art of **eGovernment public services in the Czech Republic** (eGOV strategy) and explained how ICHNOS Plus involved Regional Operational Programme of the Vysocina Region.

Basic Concept of Czech eGovernment



The **eGOV strategy** is the document where **basic conditions of comfortable services for citizens** are settled and defined. This eGOV concept includes several parts:

- Basis of the systems is **Communication infrastructure of the public administration (KIVS)** as data circulatory system. It's a channel for efficient connection between authorities and public administration information systems which provides secure data transmission and sets up communication processes among stakeholders.
- **CzechPOINT** is universal contact point, One-Stop-Shop for more than 15 legal processes from Property Register - Cadastre, Business Register, Trade Register and Criminal Records Register, there are more than 6.000 CzechPOINTS all around Czech Republic and rest of the World (on embassies) they issued close to the 3,5 millions outputs.
- Quite new is system of **Data boxes** – this system was launched on 1st November 2009 and is compulsory for all government entities and legal persons by the law. Data box is an electronic storage space destined for the sending and receiving of electronic documents relating to the public authorities and electronic invoices, data boxes have almost 400 thousands of users who communicate electronically. Persons and legal entities don't have to go to the post office to communicate with the government or to send an official letter.
- **Base Registers** are central databases which contain selected updated and authorized data, the main purpose of Base Registers is to guarantee public administration data consistency, enable sharing of the data provided to authorities and make sure, that data is submitted to authorities only once. There are many reasons why to implement base registers - data is not consistent, citizens submit same information to several authorities, the state keeps and maintains the same data in two or more databases etc. Base Register system is a crucial condition for efficient public administration. One of the opportunities is the vision of automatic company registration within 5 minutes (electronic company registration).

Second part of the Czech presentation was aimed at Regional Operational Program of NUTS II South-East and Vysocina's Action Plan. The new 2007-2013 programming period brings changes in the regional operational programs in the Czech Republic - one Joint Regional Operational Programme (JROP) was replaced by seven regional operational programs within the NUTS 2 cohesion regions. It is for regions hard to influence already existing strategic documents because amount of mainstream structural funds were defined already before the project start on the national level and it is impossible to influence significant changes for the running period even if the Managing Authority will do it. Regional Authority of the Vysocina Region is responsible for implementation of good practice selected – Vysocina Region Contact Centre. Model to be implemented in Vysocina is coherent with ROP South-East

priority axis 3, area of support 3.4 Public services of regional significance.

Vysocina team was satisfied with the conference and get new inspiration in the field of OSS realization. Good news is that Vysocina has Action Plan which is signed by the Director of the Office of the Regional Council of the South-East Cohesion Region.

Silesian experiences and plans connected to make an entrepreneur's life easier presented at the Conference in Tartu

The conference was attended by 6 representatives from Poland:

- **Anna Slupina – Swiac** – the Chairman of the Board
- **Aleksandra Karas** – head of Business Consulting Center Ruda Slaska Business Incubator
- **Wojciech Zamorski** – PR and promotion specialist Ruda Slaska Business Incubator, member of the Regional Parliament of Silesia
- **Beata Wanic** – head of the Silesian Centre of the Information Society
- **Pawel Pikon** – director – Silesian Center of Entrepreneurship – member of ICHNOS Plus scientific committee
- **Adam Nowak** – spokesman/PR manager of the Mayor of Ruda Slaska
- **Malgorzata Janocha** – representative of the Managing Authority for the Regional Operational Programme for Silesia Region

During the Session I of the Conference intervened some representatives of the Polish partner, Ruda Slaska Business Incubator.



Mrs. Anna Slupina – Swiac, president of the Managing Board - Ruda Slaska Business Incubator, spoke about the implementing of good practices and innovation in the Silesia region regarding the registration procedures and early

stage of running a new business. She also described the OSS development perspective in Poland as related to the current legal circumstances and the need of legal changes on the national decision-making level,

Mrs. Beata Wanic, deputy director – Silesian Center of Information Society, introduced SEKAP – an electronic communications system for public administration developed in Silesia region as an example of the implementation of e-Government solutions serving the regional and local public institutions.

The conference showed the still **existing differences in the legal environment** of the new business registration systems in the EU. In some countries the regions enjoy the decentralization of the public administration and have enough autonomy to implement useful registration procedure changes on the regional level. In other countries (like Poland) the one-stop-shop formula cannot be introduced in a region **without a change of the legislation on the national/parliamentary level**. This business unfriendly situation is quite regretful and – as for today - shows a lost chance for implementing the OSS idea and inspiring the newborn business people to support the development of the SME sector. New regulations concerning the registration of the newborn businesses developed on the regional level would create a very useful interregional competitiveness and would enable some regions to become more friendly and attractive for the new SMEs. If allowed to implement individual solutions (compatible with the national law), the regions would start to compete for more new business registrations and therefore enforce the economic development of the region. The regions where the business supporting institutions and the public administration would show less creativity would be forced to follow the good examples and good practices of their neighbors. Such evidence of the importance of the SME sector as the driving force of the regional development would satisfy the entrepreneurs, the citizens and even the politicians.

Information Points, etc) that under the new Greek law will play the role of OSS and

- finally, the **dissemination of the results of the project**.

Taking into account the expression of interest of the new Greek government to set-up One-Stop-Shops that will simplify the setup of new business the objective of the North Aegean region's action plan is **to propose an effective model of support of business start-up and development in Greek region**. This will be available to Greek Ministry to take it into account when attempting to put into practice the OSS in Greece.

Greek greater goal is to use ICHNOS Plus experience into assisting the implementation of OSS in Greece. This will be the greater achievement for the project in the north Aegean Region.

The structure for the operation of RCC/OSS in the North Aegean region is proposed to be as follows:

- The **Regional Development Fund of North Aegean**, which will have the whole responsibility of the system and the development, function and maintenance of the RCC/OSS information systems.
- The **Chambers of Commerce of North Aegean**, which will serve as the crucial “nodes” of the network in terms of offering to entrepreneurs and local communities the main services of the OSS and mainly by acting as a case manager for each company's activities - collecting and checking up on all paperwork filed and acting as a liaison between entrepreneurs and public administration.
- The Municipality **Centers of the Citizens**, which will serve as a reception to the network, mainly in those islands where the chambers have no facilities.

The Samos Interregional Seminar

The Region of North Aegean organised on the 23th and 24th June an interregional seminar with the participation of Ruda Slaska in Poland, Galicia in Spain, and Vysocina from Czech Republic.

The **aim of the seminar** was:

- to discuss with local actors (entrepreneurs local authorities etc) the **Greek action plan**, developed by the Regional Development Fund of North Aegean Region,
- **to enable the transfer know-how** from the European partners of ICHNOS Plus project, to local authorities (Chamber of Commerce, Local

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