



D6.1.b

Knowledge sharing activities in Bolzano and Innsbruck

Summary of knowledge sharing activities within SINFONIA

SINFONIA

“Smart INitiative of cities Fully cOmmitted to iNvest In Advanced
large-scaled energy”

CONTRACT NUMBER	609019	INSTRUMENT	COLLABORATIVE PROJECT
START DATE	2014-06-01	DURATION	60 MONTHS



This project has received funding from the European Union's Seventh Programme for research, technological development and demonstration under grant agreement No 609019

List of abbreviations

ACC	Agenzia Casa Clima
BOZ	City of Bolzano
CEN	European Committee for Standardization
DH/C	District heating/cooling
DoW	Description of Work
EURAC	European Academy of Bozen/Bolzano
G!E	Greenovate!Europe
IEP	Innsbrucker Energieentwicklungsplan
IIG	Innsbrucker Immobilien Gesellschaft
IKB	Innsbrucker Kommunalbetriebe
IPES	Istituto per l'Edilizia Sociale
KPC	Kommunalkredit Public Consulting
MAG IBK	Magistrat Innsbruck
NHT	Neue Heimat Tirol
PHI	Passive House Institute
PMB	Project Management Board
SAT	Standortagentur Tirol
SEL	Società elettrica altoatesina SpA
SME	Small and medium enterprises
TC	Technical Committee
TIGAS	TIGAS Erdgas Tirol GmbH
TIWAG	Tiroler Wasserkraft AG
UIBK	Universität Innsbruck
WP	Work package



Executive Summary

Exchange of knowledge is a key factor for good team work as it is required in smart city projects like SINFONIA. It takes place on all levels – on a local level between internal stakeholder groups and with "external" stakeholders, between all European partners within the different work packages, between the demo cities and above that, of course with other smart cities, Replication Cluster or Early Adopter Cities.

It is basic and simple, decision-making, definition of goals and the achievement of those rely on exchange of knowledge. Consequently, strong effort has to be done to create an environment of trust and mutual understanding, which are the most important prerequisite for a well functioning and transparent knowledge transfer.

Exchange of knowledge is considered the crucial factor for the success of SINFONIA, a project that challenges all involved parties because of its complexity in size and contents. After one and a half year of project runtime both demo cities succeeded in structuring activities concerning exchange of knowledge in different panels and committees. In Bolzano as well as in Innsbruck exchange of knowledge is well coordinated and documented.

The core of knowledge sharing in both demo cities is represented by the district teams, consisting of all local internal stakeholders. These local teams meet on a regular basis with a focus on knowledge exchange between the internal stakeholders. Local Communication Teams (Bolzano and Innsbruck), Working group Teams (Bolzano) and Local stakeholder panel (Innsbruck) function as kinds of regulatory elements when it comes to the involvement of "external" stakeholders. Members of these teams make decisions about whom to address at which time and with which method. Several methods for knowledge exchange have been tested, best practice examples have been collected and will be provided to Early Adopter Cities and others.

When in the first months of the SINFONIA runtime the focus lied on the exchange of knowledge between internal stakeholders, defined as stakeholders represented in the project consortium, ultimately "external" stakeholders have been addressed more intensively. These "external" stakeholders are mainly tenants, executive actors, politicians (Innsbruck) or technical consultants. Since in Innsbruck three school buildings are to be refurbished special emphasis lied also in the exchange of knowledge with the pupils of the concerned schools.



TABLE OF CONTENTS

1.	INTRODUCTION	5
2.	GOALS OF KNOWLEDGE SHARING ACTIVITIES.....	6
3.	KNOWLEDGE SHARING ACTIVITIES IN BOLZANO	7
	KNOWLEDGE SHARING ACTIVITIES AMONGST "INTERNAL" STAKEHOLDERS	8
	DISTRICT MEETINGS.....	8
	WORKING GROUP MEETINGS	10
	COMMUNICATION TEAM BOLZANO	11
	KNOWLEDGE SHARING ACTIVITIES AMONGST "EXTERNAL" STAKEHOLDERS:.....	12
	KNOWLEDGE SHARING WITH TENANTS.....	12
	STAKEHOLDERS IN ENGAGEMENT MEETINGS	17
	KNOWLEDGE SHARING WITH STAKEHOLDERS FOR SWOT ANALYSIS	21
	KNOWLEDGE SHARING WITH ARCHITECTS AND PLANNERS FOR REFURBISHMENT DESIGN PHASE	21
4.	KNOWLEDGE SHARING ACTIVITIES IN INNSBRUCK.....	24
	KNOWLEDGE SHARING ACTIVITIES AMONGST "INTERNAL" STAKEHOLDERS	25
	DISTRICT TEAM INNSBRUCK	25
	COMMUNICATION TEAM INNSBRUCK.....	28
	LOCAL STAKEHOLDER PANEL	31
	KNOWLEDGE SHARING ACTIVITIES AMONGST "EXTERNAL" STAKEHOLDERS.....	32
	KNOWLEDGE SHARING WITH TENANTS.....	32
	SCHOOLS.....	36
	ENERGY CONSUMERS	40
	EXECUTIVE ACTORS.....	41
	TECHNICAL CONSULTANTS	41
	POLICY MAKERS	43
5.	KNOWLEDGE SHARING BEYOND THE LOCAL LEVEL	47
	KNOWLEDGE SHARING BETWEEN THE DEMO CITIES INNSBRUCK AND BOLZANO.....	47
	PROJECT MANAGEMENT BOARD (PMB) AND TECHNICAL COMMITTEE (TC) MEETINGS.....	47
	KNOWLEDGE SHARING WITH OTHER SMART CITIES.....	48
	REPLICATION TEAM MEETINGS	48
	EXCHANGE OF EXPERIENCES IN SALZBURG - CONCERTO PROJECT "GREEN SOLAR CITIES"	49
	RECOMMENDATIONS FOR EARLY ADOPTER CITIES	49
6.	LESSONS LEARNT & OUTLOOK.....	50
7.	LITERATURE	52
8.	ANNEX.....	53
	ANNEX 1: DOCUMENT INFORMATION.....	53

