



Internal communication platform

Version 1.0

Deliverable 1.4

Project title:	SimpliCITY – Marketplace for user-centered sustainability services
Project acronym:	SimpliCITY
Project duration:	10/2018–03/2021
Project number:	870739
Work package/Task:	WP1 / T1.2
Project website:	www.simplicity-project.eu

Authors:

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V0.1	15.10.2018	Structure, text blocks	Bernhard Schrempf
V0.2	31.10.2018	Editing, layout	Bernhard Schrempf
V0.3	30.09.2019	Update Screenshots	Petra Stabauer

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1. Purpose of the document

The purpose of this document is to inform and describe the realisation of the deliverable 1.4 (D1.4), which is the implementation of a SimpliCITY internal communication platform. Therefore, the following document gives an overview about how the project team set up this platform, about the structure and design as well as the role of each project member.

2. Executive summary

The document at hand describes the two different platforms used within SimpliCITY to share meeting materials, templates, presentation slides and other project relevant files. Additionally, the project progress is documented and the communication with other project partners is handled.

Confluence is a widely used commercial software for both communication purposes and documentation of knowledge. The big advantage of Confluence is its flexibility due to the interfaces to a range of complementary apps and tools. This enables organizations with different characteristics to set up their own optimal working spaces. In SimpliCITY, Confluence works as a document library. The software is used to administer all project-related documents, which can be downloaded or commented by other team members.

Mattermost was chosen by the SimpliCITY project team as a second software in order to guarantee an efficient communication throughout the project. Mattermost is an open source messaging platform that enables secure one-to-one chats and group conversations. The SimpliCITY project group decided on Mattermost, because it was already used by project partners within the own organisation and offers all necessary features. Mattermost is used by the project team only.

3. Administrative Information

Basic information on the SimpliCITY project and the present deliverable:

Project title	SimpliCITY - Marketplace for user-centered sustainability services
Project coordinator	Salzburg Research Forschungsgesellschaft mbH (SRFG), Salzburg, Austria; project manager: Petra Stabauer BSc MSc
Project partners	Polycular OG, Hallein, Austria Stadt Salzburg (City of Salzburg), Austria Salzburger Institut für Raumordnung und Wohnen – SIR (Salzburg Institute for Regional Planning & Housing), Salzburg, Austria Uppsala Kommun (City of Uppsala), Sweden University of Uppsala, Sweden
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4. Introduction

As committed in the SimpliCITY project proposal, an internal communication platform should be implemented in order to guarantee a smooth basis for communication throughout the project. This deliverable (D1.4) was formulated in work package one and with the delivery date due to month one, i.e. to start the work in the project with a sound communication platform in the background.

After discussions at the SimpliCITY kick-off meeting, it was agreed to work with the following two software products:

- **Confluence**
- **Mattermost**

In the following chapters, a short introduction to both platforms is given and some details about structure, purpose, content and competences by each project member are presented.

5. Confluence

5.1 General

Confluence is a commercial software, which is used mainly by organisations and companies for communication purposes and for the documentation of knowledge. The software was developed by Atlassian, an Australian software provider, and can be connected with a range of different apps and tools in order to optimise the collaboration between project members or associates.

In SimpliCITY, the Confluence software is used to administer all project-related documents, files, work plans, logos, figures, and so on. Therefore, it was not selected as primary communication tool between the different project parties and companies/organisations, but as central share point and platform for work documentation. However, every project member is able to comment on uploaded files or give feedback on meeting minutes.

5.2 Features

On the Confluence website¹, a list of several features of the software is published. Some of them should be mentioned here:

- Use as an internal wiki or knowledge database
- Easy to create pages with text, images, gifs or videos with individual layouts and numerous design options and templates
- Parallel work by any number of users in real time
- Simple organization and administration incl. search functions and tree structure
- Interfaces to numerous apps and programs such as Jira, Trello, etc.
- Free choice of hosting (cloud solution, stand-alone or distributed system)
- Scalable costs
- Etc.

¹ See: <https://confluence.atlassian.com/confeval/confluence-evaluator-resources/confluence-features-functions>

5.3 Structure

Figure 1 shows the structure we applied in Confluence, which is based on the SimpliCITY work package structure outlined in the proposal and implemented throughout the project. Adhering to this structure guarantees a clear and consistent documentation of the workflow and ensures that every project member can find his or her desired file as easy as possible.

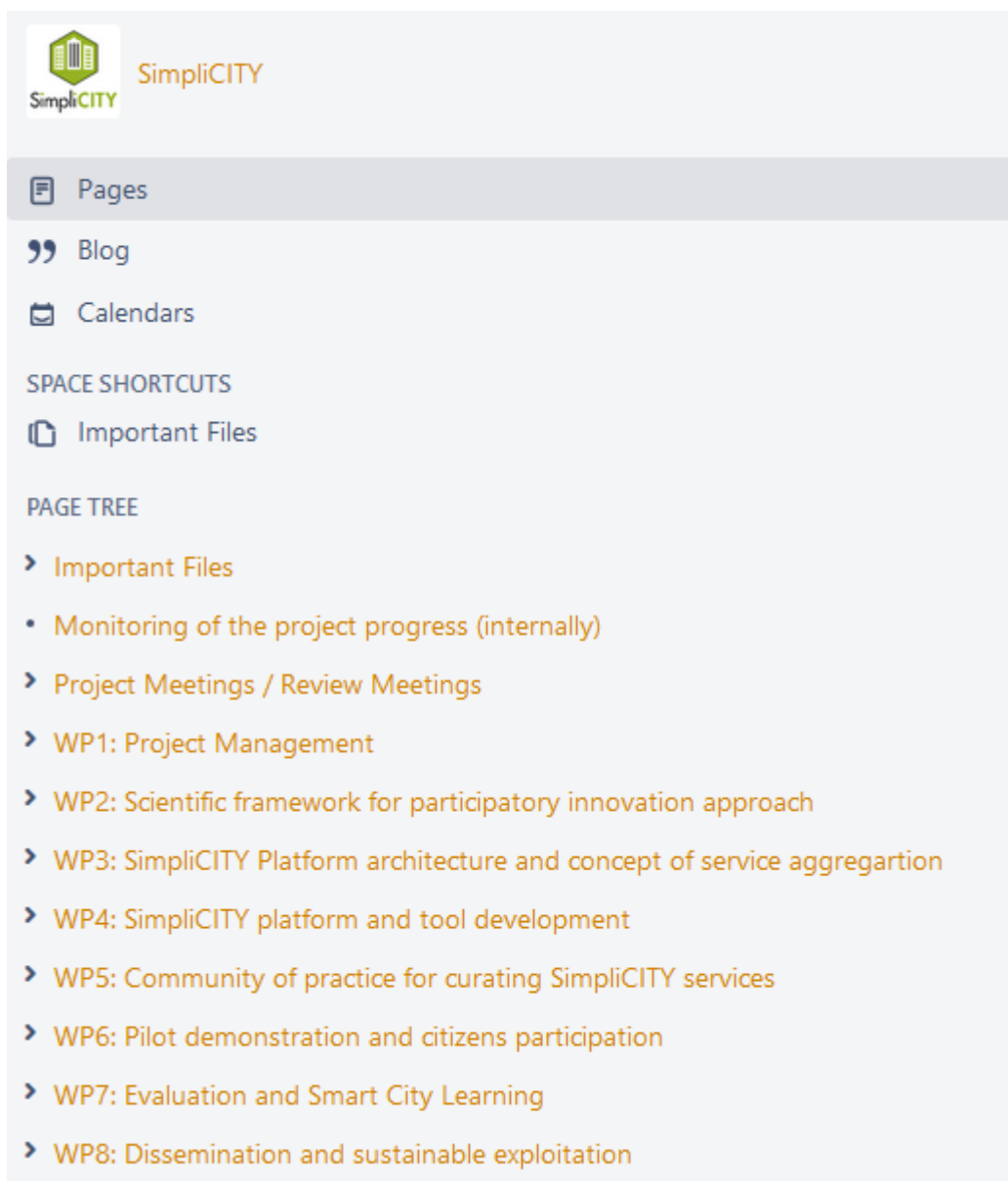


Figure 1: Overview SimpliCITY confluence

5.4 Permissions of the SimpliCITY project members

In principle, every project member has the same set of rights necessary to work efficiently with Confluence. That means every project member can:

- Create and design new pages
- Upload files, images, videos, etc.
- Comment on other or own entries

- Relocating pages, files or other entries
- Download all available files
- Create calendar entries
- Etc.

In addition to these functions, Salzburg Research as host of Confluence (the party who pays for the service due to project coordination) is able to delete pages and entries, but which is not intended during the duration of the project.

5.5 Screenshots

Project Meetings / Review Meetings

PM Number	Date	Venue	Comment	URL to Materials
1	M1 (15.-16.10.2018)	SRFG / Salzburg, AT	Kick-Off	PM 1 - Kick-Off in Salzburg
2	M2 (19.11.2018)	online	Skype call with Edith	Skype Meeting - Skype call with Edith
3	M2 (30.11.2018)	online	WP leader meeting	Online Meeting 1 - WP leader meeting (online)
4	M3 (11.12.2018)	SRFG / Salzburg, AT	Regional project meeting	Regional PM 1 Austria - Regional project meeting in Salzburg
5	M4 (14.01.2019)	online	WP leader meeting	Online Meeting 2 - WP leader meeting (online)
6	M6 (05.03.2019)	SRFG / Salzburg, online	Regional project meeting	Regional PM 2 Austria - Regional project meeting in Salzburg
7	M6 (28.-29.03.2019)	Uppsala, Sweden	2nd Project Meeting	PM 2 - Project meeting Uppsala
8	M8 (23.-24.05.2019)	SRFG / Salzburg, AT	Pilot planning meeting	Pilot planning meeting, 23./24.05.2019
9	M9 (13.06.2019)	SRFG / Salzburg, AT	Service Provider Workshop	Service Provider Meeting Salzburg
10	M9 (24.06.2019)	SIR / Salzburg, AT	Service Provider Workshop	Service Provider Meeting Salzburg

Figure 2: Screenshot Meetings I (Updated 30.09.2019)

Pilot planning meeting, 23./24.05.2019

Created by Bernhard Schrepf, last modified on 03.06.2019

Overview

Date	23rd and 24th of May, 2019
What	Pilot planning meeting
Host	@ Petra Stabauer , SRFG
Schedule	SimpliCITY_pilot_planning_workshop_20190521.docx
Meeting minutes	SimpliCITY_Meeting 24th of May_Meeting minutes.docx

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Figure 3: Screenshot meetings II (Updated 30.09.2019)

SimpliCITY Deliverables - Overview

Please note: this overview does not include important To-Dos (e.g. technical reports, milestones, etc.)!

done	work-in-progress	open	overdue
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Last Update: 2019-06-21

D1.1.	D1.2.	D1.3.	D1.4.	D1.5.	D1.6.	
D2.1.	D2.2.	D2.3.	D2.4.			
D3.1.	D3.2.	D3.3.				
D4.1.	D4.2.	D4.3.	D4.4.			
D5.1.	D5.2.	D5.3.	D5.4.	D5.5.	D5.6.	
D6.1.	D6.2.	D6.3.	D6.4.			
D7.1.	D7.2.	D7.3.	D7.4.			
D8.1.	D8.2.	D8.3.	D8.4.	D8.5.	D8.6.	D8.7.

Figure 4: Screenshot deliverables (Updated 30.09.2019)

6. Mattermost

6.1 General

The SimpliCITY project team decided on a second software in order to guarantee an efficient communication throughout the project. Due to its flexibility, Mattermost was chosen as an open source messaging platform that enables a secure team collaboration during the project. A big advantage of Mattermost is that it allows both, chats between individuals and group chats (organised in so-called channels). Moreover, different clients exist for desktop and mobile systems.

By fulfilling the above-described criteria of single and group chats, Mattermost positions itself similar to the proprietary software Slack. The SimpliCITY project group decided on Mattermost, because it was already used by project partners within the own organisation. For that reason, Mattermost were installed on an intra-project server, offering essential advantages in terms of data security. Important to mention is that Mattermost is used by the project team only, while the communication with external stakeholders (e.g. service providers, citizens) happens via face-to-face meetings, email or telephone.

6.2 Features

As written on the Mattermost website², the software offers the following features:

- Organised conversations in teams and channels or 1-on-1 messaging
- Fully searchable message history
- Voice, video and screen sharing and file, image and link sharing
- Custom desktop, email and mobile notifications
- “Do not disturb mode”
- Several plugins and extensions
- Etc.

6.3 Structure

In order to comply with the proposed overall structure of the project and to keep the information flow as clear as possible, the same structure as shown in Confluence was used. Figure 5 shows the outline in Mattermost. Each public channel can be seen as group conversation, where every project member can contribute and suggest topics or raise problems. Besides the public channels, private channels can be used to form a selected group of project members, who discuss topics concerning different or more work packages, or other organisational issues (e.g. events and workshops, administrative issues). To start 1-on-1 messaging, the category direct messages can be chosen.

² <https://mattermost.com/product/>

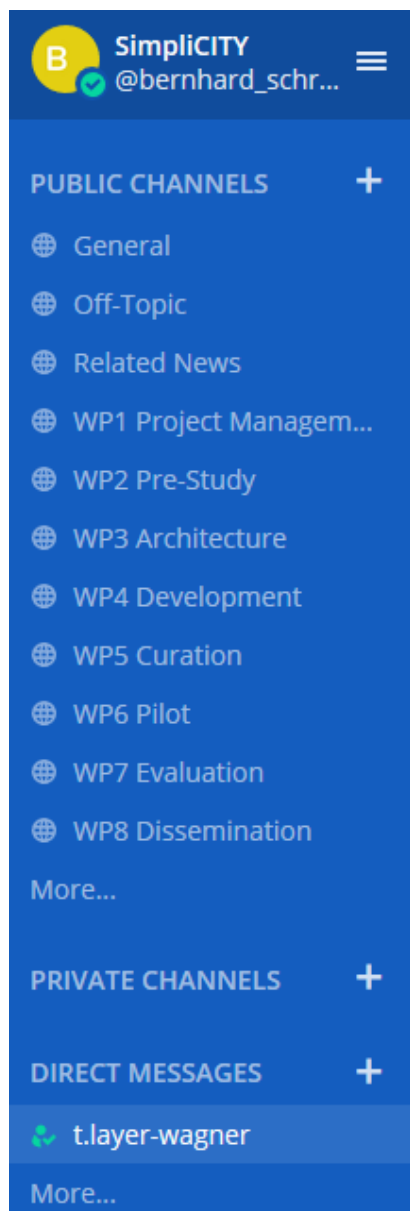


Figure 5: View Mattermost

6.4 Permissions of the SimpliCITY project members

Every project member has the same permissions in Mattermost. That means, everyone could add new members (if necessary), start conversations on an individual base, start group chats, create new channels, etc. Compared to Confluence, Mattermost is installed at Polycular and therefore the permission to delete channels or conversations stays with them.

6.5 Screenshots

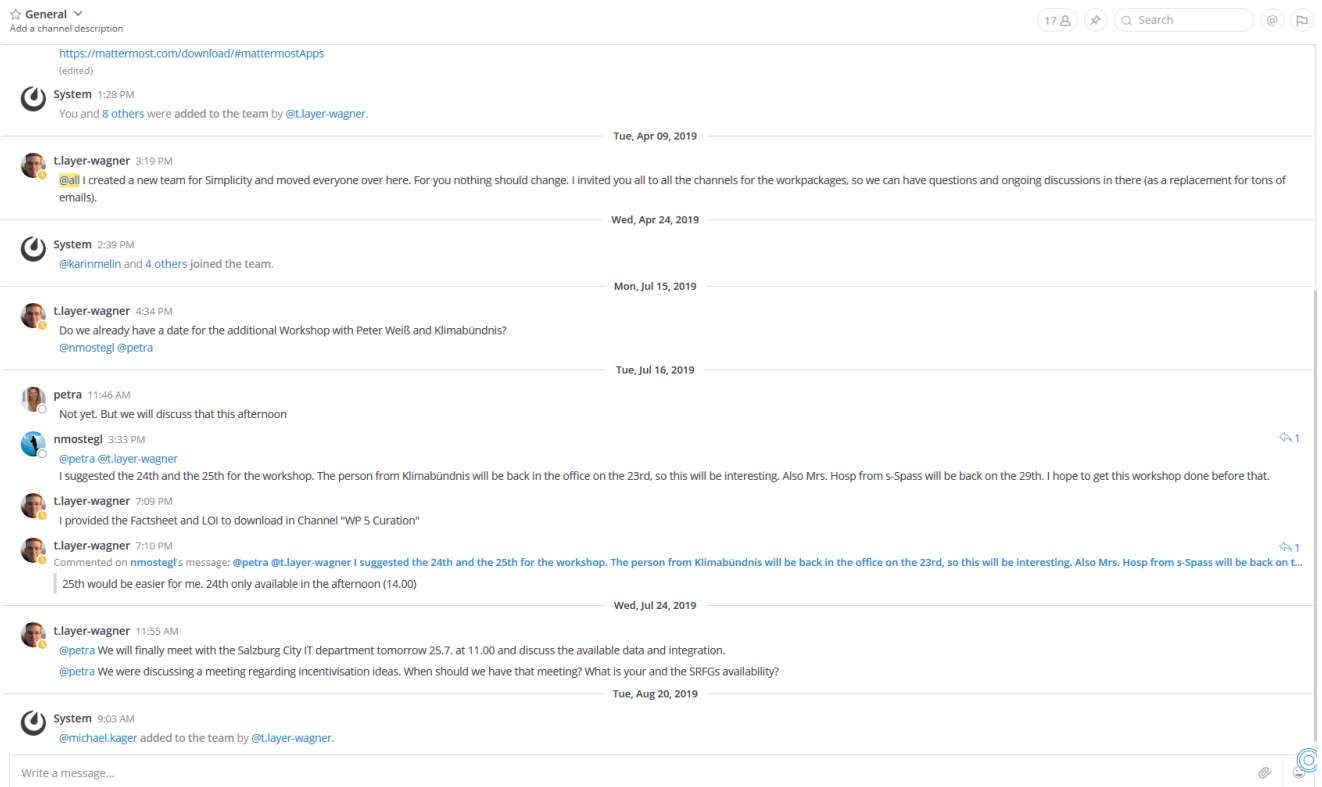


Figure 6: Screenshot Mattermost (Updated 30.09.2019)



Figure 7: Screenshot Mattermost (Updated 30.09.2019)