Project Management Service for Framework Programme Projects: USER-M

(University Service for European Research Management)

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Services

USER-M assists coordinators in developing a tailor-made project management solution for their projects. Where possible, we recommend that project coordinators contact us during proposal preparation to allow us to advise on the best possible service package for each project.

USER-M is a central project management service for the administrative and financial management of EU projects offered by the EU Liaison Office Hannover/Hildesheim. Collaborative projects within the EU-Framework Programme for Research and Innovation Horizon 2020 have grown in complexity, entailing an increase in the demands and quality standards expected of project consortia. The core aim of the USER-M service is to support project coordinators in addressing these challenges by providing a comprehensive project management service which covers all administrative aspects of EU projects.

USER-M provides an efficient solution for the administrative implementation of the project, based on long-standing experience in the management of transnational projects. This allows researchers to concentrate on the scientific coordination of the project, thus ensuring an efficient use of resources and guaranteeing the high management standards required for EU projects.

USER-M is an optional service provided by the EU-Liaison Office available to all higher education institutions in the Hannover/Hildesheim region. Costs of the USER-M project management service can generally be factored into the budget requested from the EU for the project.

USER-M generally provides the services below. However, individual services can be offered upon request.

Basic Service

- **Administrative Coordination of the Consortium**
  - Communication interface between partners, Coordinator and EC regarding all administrative, financial and legal concerns
  - Establishment and maintenance of an effective communication structure
  - Administration of the project in the Participant Portal incl. rights, roles and project data, uploading of Deliverables, reports and publications
  - Participation at the Kick-off Meeting and further consortium meetings incl. a presentation regarding administrative issues such as reports, budget, contractual changes etc.
  - Quality Management: Development project specific documents such as financial and reporting guidelines and a quality management handbook, troubleshooting if necessary

- **Controlling and Financial Management**
  - Central contact person for all financial issues
  - Calculation of EC Payments to the project partners according to the contract, request for bank account details, preparation of bank transfers
Financial controlling of the entire consortium incl. biannual request for spending, preparation of a financial overview for the Coordinator; if necessary development of budget shifts

Controlling of resources (person months – PM) for the entire consortium incl. biannual request of PM, preparation of an overview for the Coordinator; if necessary suggestions for modification

- Reporting, Audits and Technical Reviews
  - Coordination of reports, incl. troubleshooting if necessary
  - Development of project specific guidelines and templates for reports, Deliverables and Milestones
  - Monitoring the project progress (Deliverables and Milestones) and if necessary revision of the Description of Action (project plan) together with the scientific coordinator
  - Internal Project Reports: Development of a biannual reporting structure, incl. a report on all Work Packages with the input of all project partners and a summary for the scientific coordinator and the consortium.
  - Periodic Report and Final Report to the European Commission
    - Support during the preparation of the scientific parts „Publishable Summary” and „Work progress and achievements during the period” by merging the input of the partners, incl. quality management. The scientific coordinator remains responsible for the final revision.
    - Preparation of the management report „Project management during the period” in coordination with the scientific coordinator, especially if justifications for budget changes are necessary.
    - Support for all project partners during the preparation of Form C – Guidelines, technical support and questions regarding all financial issues.
  - If necessary, support of project partners during the preparation for first and second level audits (by the EC), e.g. coordination of the face-to-face meeting, consultation with the referees and support if changes are necessary
  - If necessary, support during the preparation of documents for Technical Reviews by the European Commission: Coordination of date and venue, preparation of a presentation with an overview regarding the project management (finances, resources, amendments, other changes etc.)

- Project and Contract Amendments
  - Preparation of decisions for changes or amendments regarding the Grant Agreement and/or Consortium Agreement (e.g. budget shifts, shifts within the DoA, changes within the consortium)
  - Coordination of changes and amendments with the EC project officer
  - Preparation of documents for changes and amendments to the Grant Agreement incl. coordination of signatures of all partners and performing the changes in the Participant Portal
**Additional Service**

- **Project Meetings**
  - Organisation of the Kick-off Meeting and further face-to-face meetings, incl. setup of the agenda, selection and reservation of the location, hotel, dinner etc.
  - Organisation of telephone conferences
  - Organisation of workshops: Consultation with the referees, promotion of the workshop, setup of the agenda, selection and reservation of the location, hotel, dinner etc.

- **Public Relations**
  - Support with public relations: Quality check of promotional material, preparation of exhibitions, placement of press releases e.g. at Cordis Wire and further networks
  - Preparation of the Dissemination Plan and its updates: Preparation of the first version (to be amended by the coordinator)

**For further information, please contact:**

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