

DIGIBEST

ACTION PLAN OF CIM TÂMEGA E SOUSA



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Part I – General information

Project: **DigiBEST**

Partner organisation: **CIM Tâmega e Sousa**

Country: **Portugal**

NUTS2 region: **Tâmega e Sousa region**

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Part II – Policy context

The Action Plan aims to impact:

	Investment for Growth and Jobs programme
	European Territorial Cooperation programme
x	Other regional development policy instrument

Name of the policy instrument addressed: Recovery and Resilience Plan – RRP (Plano de Recuperação e Resiliência – PRR)

With the devastating effects that the COVID 19 pandemic has had in Europe, the European Commission developed the program Next Generation EU, a recovery mechanism for EU-members. This program was established with funds that come from the Recovery and Resilience Mechanism, that is used to finance Portugal's Recovery and Resilience Plan – RRP.

The Recovery and Resilience Plan was developed by the Portuguese government, containing 3 main dimensions: Resiliency, Climate Transition and Digital Transition. These three dimensions are divided in twenty components, which encompass the National Health Service (SNS), Accommodation, Social Responses, Culture, Capitalization and Business Innovation, Sea, Sustainable Mobility, Digital School,

and so on.

The program has a budget approximately 34 thousands million euros, directed to reforms and structural changes, to intervene in innovation and digital transition, demography, qualification and inclusion, climate and sustainable transaction and territorial cohesion domains. It was defined that 37% of total amount should be directed to reforms and investments that contribute to fight climate change and at least 20% should be directed to the digital transition, nevertheless, the measures to support Portugal's digital goals represent 22% of the plan's total allocation, exceeding the 20% threshold defined by European regulations, since 12 of the 20 components of the PRR have a direct contribution to the digital goal.

The RRP is a strategic instrument of national public policy that will remain in force until 2026, overall aiming to increase the competitiveness of the Portuguese economy and its resilience.

Especially on the Digital Transition dimension significant reforms and investments are planned on the following areas: empowerment and digital inclusion of people through education, training in digital skills and promotion of digital literacy, digital transformation of the business sector and digitization of the State. Within the RRP, it has been developed five specifically actions to promote Portugal's Digital Transition, namely:

- **Companies 4.0** - Reinforce the digitalization of companies and catch up with the digital transition process;
- **Quality and sustainability of public finances** - Increase transparency in the use of public resources, promote an integrated management of public assets and improve the performance of social security;
- **Economic justice and the business environment** - Reduce the administrative and regulatory burden on companies by reducing sectoral obstacles to licensing and increase the efficiency of administrative and tax courts;
- **More efficient public administration** - Improve the relationship between public services, citizens and companies, optimize management and free up resources to promote public investment;
- **Digital school** - Educational and pedagogical innovation, development of skills in digital technologies, modernization of the education system.

As you may notice, we've decided to change our PI from SI2E to RRP because although SI2E was followed by PAPN, we are not able to implement any action in accordance with PAPN, facing this we've studied the possibility to include RRP as our new PI.

We've prepared an application to submit to the Recovery and Resilience Plan, with the main goal to implement our Action 1, the Coworking Space at CIM Tâmega e Sousa. Because of this, the new PI, RRP, will be a determining factor to implement our Action 1, establishing our main source of funding.

Part III – Details of the actions envisaged

ACTION 1 – Implementation of Coworking Space at CIM Tâmega e Sousa

1. The background

The DigiBEST project was useful to learn about the Good Practices in other regions/countries. All the Good Practices involved in this project had a transference possibility and were the inspiration for the development of our action plan in various ways.

Specifically regarding this action we've taken knowledge from other DigiBEST Good Practices such as:

Punto Impresa Digitale – Digital Business Points (PIDs). Seeing that Digital Business Points are service structures located at the Chambers of Commerce, to spread digitalization in the MPMI (Micro Small Medium Enterprises) has given us the idea to develop a place where SME's can work remotely, using not only the digital resources available, but also the public services CIM Tâmega e Sousa provides through our Business Space.

Since the Coworking Space and the Business Space would “join” at our offices, the following services would be available:

- Working space rooms fully equipped with computers, wifi, printers, projectors ready to use;
- Information, legal/economic support and advice for SME's and other companies;
- Intermediation and facilitation (interface with Central Public Administration services);
- Assisted digital service - support for the realization of online services provided by the public administration;
- Through the ePortugal portal informative content supporting business and investment;
- Electronic services for the fulfilment of legal formalities (related with the creation and incorporation of companies and the licensing of economic activities);
- Forms for submitting requests for both meeting scheduling and online information;

With the COVID-19 pandemic our society has taken a huge step forward when it comes to working remotely, many SME's and companies have adopted this working method. However specially recent/new SME's show huge difficulties regarding renting spaces/offices to work, since they are expensive and as a startup they don't have that kind of profits to use. Because of this, and with the example of Punto Impresa Digitale – Digital Business Points (PIDs), we've planned to implement at CIM Tâmega e Sousa a Coworking Space, for everyone to use when working remotely.

2. Action

We aim to implement a Coworking Space at CIM Tâmega e Sousa offices in Penafiel. This action would be useful since it allows citizens to have access to a space where they can work remotely, with all the commodities necessary. This space would be fully equipped with computers, internet access, desks, rooms for private meetings, and other complementary commodities.

The action will be divided in:

Step 1 – Identification of the space where to implement the Coworking Space;

Step 2 – Remodelling and construction works at CIM Tâmega e Sousa installations;

Step 3 – Installation of materials, such as desks, computers, others;

Step 4 – Coworking Space inauguration and opening for the public.

The necessity to improve digitalization and digital transition in our region is urgent, we think that this action would benefit not only new SME's that can use this spaces to start their business, but also workers from other municipalities that have the possibility to work remotely here, digital nomads and others interested in using this space for work.

The space would also improve networking between entrepreneurs, business owners and others, and since it will be made in CIM Tâmega e Sousa offices, this would mean that all users would also have access to other public services, such as our Business Space.

We've chosen to use the number of SMEs, companies, entrepreneurs and business owners attending CIM Tâmega e Sousa services as an indicator for monitoring phase 2.

We consider the implementation of this action to be an improvement for SMEs and companies at Tâmega e Sousa region, since it will provide entrepreneurs and business owners not only options regarding a

functional and free working space with all the commodities necessary, equipped with the latest technology, promoting the development of new businesses, costs savings to implement on the development of companies and others, but also a number of digital services that in cooperation with the Business Space they can use when coming to CIM Tâmega e Sousa Coworking Space.

We have no doubt that this action will affect positively SMEs digital transformation not only because of all that has been said previously, but also because with the implementation of the Coworking Space other initiatives will come up for the involvement of SMEs and companies, specially dedicated to the digitalization area, and with the help of our stakeholders and partners we aim to improve digitalization creating other services, inspired also by Punto Impresa Digitale – Digital Business Points (PIDs), such as: training, information and mentoring services.

3. Players involved

CIM Tâmega e Sousa will be responsible for implementing the Coworking Space.

4. Timeframe

Until June 2023.

5. Costs

The total costs for this action will be 130.074,78€.

6. Funding sources

127.000,00€, out of the total amount of 130.074,78€, funded through the Recovery and Resilience Plan – RRP (Plano de Recuperação e Resiliência – PRR). The remaining amount will be assumed by the 11 municipalities that constitute CIM Tâmega e Sousa.

ACTION 2 - Development/creation of an annual forum/conference to promote the cooperation between public and private institutions and actors.

The forum would aim to discuss/exchange views on digital transformation in the Tâmega e Sousa region. This would be planned as a day or a couple of days where business owners could express their necessities, concerns and so on to governmental institutions and other public institutions. It would also be a way to increase networking and problem-solving ideas to implement/boost digital transaction.

1. The background

The DigiBEST project was useful to learn about the Good Practices in other regions/countries. All the Good Practices (GP) involved in this project had a transference possibility and were the inspiration for the development of the Action plan.

Related with this specific action we took ideas from the GP - Digital Pro Bootcamps, from Austria, and also, Digital Week, from Latvia. We took both GP as inspiration to create a way to connect business owners and entrepreneurs with other actors, not only universities but also governmental institutions, private actors, and so on.

This activity is one of the most important activities in the Action Plan, since it will promote discussion around the theme digitalization, getting together different entities that can implement digital transformation on our region, from public entities to private entities, like companies from our most

valuable sectors (e.g. textile, furniture, footwear). Since we plan to involve not only regional partners but also national partners, we aim to provide a good discussion of steps to take and identify difficulties regarding digital transformation in Tâmega e Sousa, this can provide insights and even promote policy change if the findings of the event are interesting and the partners involved get the urge to change. We want to make this event a stage to discuss not only digitalization, but measures to achieve/promote it, we want to connect businesses/companies with IT developers, universities, experts, we want to present to the public all the measures available directed to digital transformation.

2. Action

The action aims to organize an annual forum to discuss digital transformation in Tâmega e Sousa, where all these entities and actors would be present, not only to share knowledge but also to share experiences, contacts, discuss challenges and opportunities.

The action will improve our PI firstly because it will be a mean to promote it to the public, but also because It will encourage/stimulate discussion around digital transformation measures, which can be used in the future to implement new funding programs, for example. This action will also be developed not only for this Action Plan, but also to be implemented annually, even when the DigiBEST project is over.

3. Players involved

- CIM Tâmega e Sousa – main organization
- CETS – partner/connecting entrepreneurs, business owners and companies
- ESTG – partner/learning institution, consultancy and development of the agenda
- IAPMEI – partner/possible speaker
- AMA – partner/possible speaker
- CCDR-N – partner/possible speaker
- TPNP – partner/possible speaker
- TP – partner/possible speaker
- UTAD – partner/possible speaker
- University of Porto – partner/possible speaker
- University of Minho – partner/possible speaker
- DOLMEN - partner
- IET – partner
- AEP – partner/connecting entrepreneurs, business owners and companies
- MOVELTEX – partner
- ADER SOUSA – partner
- AEP – partner/possible speaker
- CFPIC – partner
- CENFIM – partner
- AMBT – partner
- Private companies/business/SME's

4. Timeframe

Until 31/07/2023.

To be repeated every year.

5. Costs

CIM Tâmega e Sousa will initially sponsor the event, but other sponsors may be added afterwards (public and private).

6. Funding sources

CIM Tâmega e Sousa budget or other European funding available at the time.

ACTION 3 - Development of a learning program to foster basic digital knowledge among the public and SMEs.

1. The background

The DigiBEST project was useful to learn about the Good Practices in other regions/countries. All the Good Practices involved in this project had a transference possibility and were the inspiration for the development of our action plan. Related with this specific action we took ideas from the Digital Pro Bootcamps (Austria), Trainings for SME for development of innovations and digital technologies (Latvia), “Digital Advisors” programme (Spain). We took GP as inspiration to develop training courses aimed to improve digital skills.

2. Action

Creation of a digital basic skills learning program developed for the population of Tâmega e Sousa. The program is going to be free, and should include such themes as cybersecurity, digital communications, digital services, and so on.

Step 1 – Our partner ESTG will develop a digital learning program and assemble a team of students who are available and have qualifications to teach basic digital skills to adults who sign up to the program.

Step 2 – After this, the registrations will be divided through CIM Tâmega e Sousa 11 municipalities, and classes will be planned/scheduled. Upon registration or on the first class it will be made an evaluation through a “Digital Skills Survey” that each participant will have to fulfil to evaluate on which level of digital knowledge they are.

Step 2 – After the evaluation they will be placed on classes with a certain level, 1, 2, 3.

Step 3 – After the classes are defined it will begin the teaching process, with lessons at all the 11 municipalities. The lessons will include subjects as: cybersecurity, digital communications, digital services, social media management.

We expect the program to have at least a hundred participants. This activity will also improve our PI by promoting the use of digital tools and digital knowledge through our region, it will make the public, that we expect to be made by SME’s employees, more conscious about the necessity to learn digital skills, to improve them, and to implement them on their companies, leading to behaviour change and mentality change that we need to bet on digital transformation as a tool to promote exports, reduce waste, improve production levels.

3. Players involved

ESTG¹ – main developer/planner/training promoter.

CIM TS – partner.

Municipalities of Amarante, Cinfães, Baião, Castelo de Paiva, Celorico de Basto, Penafiel, Lousada,

¹ Escola Superior de Tecnologia e Gestão, translated to: School of Management and Technology (https://www.estg.ipp.pt/?set_language=en).

Felgueiras, Paços de Ferreira, Resende, Marco de Canaveses.

4. Timeframe

Until 31/07/2023.

5. Costs

Not relevant.

6. Funding sources

Not relevant.