EDIH4UrbanSAVE

Report on service evaluation: Summary on supplied and run EDIH services & identified adaption
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EDIH
For urban interconnected supply and value Ecosystems

www.edih-hamburg.de

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Artificial Intelligence Center Hamburg e.V., Germany	ARIC eV
Digital Hub Logistics GmbH, Germany	DigiHub
Hochschule fuer Angewandte Wissenschaften Hamburg, Germany	HAW
Technische Universitaet Hamburg, Germany	TUHH
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City of Hamburg, Ministry for Economy, Transport and Innovation, Germany (assoc.)	BMWI
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Report on service evaluation:
Summary on supplied and run EDIH services & identified adaption

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Executive summary

This deliverable provides a comprehensive overview of the progress of service delivery through our European Digital Innovation Hub for urban interconnected supply and value ecosystems[1] (EDIH4UrbanSAVE). EDIH4UrbanSAVE is referred to below as EDIH Hamburg.

The document is structured in three parts: 1) Introduction outlining the goal and objectives of this report; 2) overview of supplied services and key performance indicators (KPIs) that measure the success and impact of our services, providing quantitative insights into our progress; 3) evaluation of supplied services by analyzing gathered feedback from customers.

By highlighting these elements, this report aims to offer valuable insights into our project's progress and strategic direction and to demonstrate how our services meet expectations, fostering sustained growth and satisfaction.

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[1] In the following text, EDIH4UrbanSAVE is also referred to as EDIH Hamburg.

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1. Introduction

The European Digital Innovation Hubs (EDIHs) aim to prepare European society and economy for a leading role in sustainable technology development and the twin transition of digital and green progress. The overarching goal of EDIH Hamburg is to facilitate this twin transition in the region by supporting local small and medium enterprises (SMEs), small mid-caps and Public Sector Organizations (PSOs) in their digital transformation, including the consideration of their environmental impact. In a rapidly evolving global landscape, internationalization and scaling are critical priorities for companies. International networks are essential for innovative companies as they provide growth opportunities, foster collaboration, mitigate risks, and enhance competitiveness and resource optimization. EDIH Hamburg aims to unify and connect the region's fragmented innovation ecosystem, bringing together all stakeholders and networks to create a central innovation hub.

After a project duration of 18 months, this deliverable reports on the status of the services already offered, their acceptance and how these services are evaluated.

1.1 Intended Audience

This deliverable is addressed to three main audiences: 1) the consortium members, 2) the commission services and the independent reviewers of the project and 3) the public interested in the work of the EDIHs. As a public deliverable, its content is intended to be made available to other parties via the project website[2].

1.2 Goal

This document aims to is to demonstrate how the services we provide contribute to the broader goals of the project and support EDIH's mission to deliver exceptional value in the area of digital transformation.

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[2] http://www.edih-hamburg.de/, accessed on 15.5.2024

2. Supplied Services

A large-scale digital transformation of the metropolitan region of Hamburg will be facilitated by suppling EDIH Hamburg services in four pillars: "Test before invest" (TBI), Skills and Training (ST), "Support to find invest" (SFI) and "Innovation Ecosystem and Networking" (IEN). The supplied services are designed to impact on human capital helping businesses and PSOs to undergo digital transformation and to innovate. Various formats of training provided enable SMEs and PSOs to gain an overview of suitable key technologies in relation to their requirements, to understand and utilize the latest tools, and to ensure that they remain at the forefront of technological change.

According to the Grand Agreement, the operation of services in pillars Test before invest, Skills and Training, Support to find invest was to begin in quarter (Q)3 of the first year of the project, and the operation of services in pillar Innovation Ecosystem and Networking was to begin in Q4 of the first year of the project. As can be seen from Annex 01-21, the run of services under the project in each pillar began either as planned or ahead of schedule.

2.1 Innovation Ecosystem and Networking

The condensed list of the Innovation Ecosystem and Networking (IEN) services is shown in Table 1. The lists of supplied services and events in this pillar are given in Appendix (Annex 16-21).

IEN-1:	Technology matching and strategy road-mapping
IEN-2:	Key technology events and use case community events
IEN-3:	Co-working, co-innovation & matching start-ups and established companies; initiate innovation projects & events (providing a physical basis for all event and co-working formats)
IEN-4:	Communities of Practice (COP), Joint Innovation Circles, supported by the EDIH Tech-Ambassadors
IEN-5:	Co-Acceleration Bootcamp: agile bootcamp to develop first prototypes and business models
IEN-6:	Jumpboard programme: curated delegation visits to European innovation hotspots

Table 1: Innovation Ecosystem and Networking service catalogue

2.2 Skills and Training

The condensed list of the Skills and Training (ST) services is shown in Table 2. The lists of supplied services and events in this pillar are given in Appendix (Annex 07-11).

Table 2: Skills and Training service catalogue

ST-1:	Basic and expert workshops for key technologies
ST-2:	HPC, AI, cybersecurity, digitisation blended learning workshops: video, documentation for lecture, hands-on with experts
ST-3:	AI in logistics, AI in public administration, AI in smart cities, AI in supply networks, AI in crafts; domain-driven trainings & workshops
ST-4:	Certificate course for key technologies & overall ST-curriculum
ST-5:	Tech demonstration workshops for enabling technologies

2.3 Test before Invest

The condensed list of the Test before Invest (TBI) services is shown in Table 3. The lists of supplied services and events in this pillar are given in Appendix (Annex 01-06).

Table 3: Test before Invest service catalogue

TBI-1:	Use and access to Tech Labs including sufficient support and consulting
TBI-2:	Future-Tech Check-up: AI, cybersecurity, ethics, privacy & digitisation: interactive survey and workshop with different stakeholders in a company/public admin.; identification of tech maturity and digital innovation potential in a company
TBI-3:	Use case development service: in-house workshops with different stakeholders to identify and develop tech use cases
TBI-4:	JPOC – Joint Proof of Concept/feasibility project: co-creation, prototyping & agile development project delivering a PoC (Proof of Concept) & PoV (Proof of Value)
TBI-5:	Experiments, intensive processing on the research computing infrastructure (AI servers, HPC, security experiments) with expert support
TBI-6:	Agile Development Series (challenge-based ideation, rapid prototyping, minimal valuable product)

Support to Find Invest

The condensed list of the Support to Find Invest (SFI) services is shown in Table 4. The lists of supplied services and events in this pillar are given in Appendix (Annex12-15).

Table 4: Support to Find Invest service catalogue

SFI-1	Consultation and support relating to the processes as well as review of individual & consortia proposal writing
SFI-2	Target and sector specific proofing processes for interested clients in order to test and advise them on investment readiness
SFI-3	Provision of event formats and workshops for Individual Funding and Investment Matching in collaboration with financial experts & institutions
SFI-4	Organization of Pitch-Day events in order to forge and promote strategic financial alliances

2.4 Overview of Performance Indicators for supplied services

EDIH Hamburg records the number of participants per service, but also the number of SMEs and PSOs (clients). The services are collected across all partners in the project management tool and then transferred to the Digital Transformation Accelerator (DTA[3]) portal by each partner. Participant lists remain with the individual partners.

It must be noted that there is no overarching customer relationship management tool in the consortium. This is due on the one hand to the different institutional requirements for software, data protection specifications on their customer data, but also to the associated license and operator costs.

The planned and actual numbers of SMEs and PSOs attending the services of all formats in each pillar are given in Table 5. The KPIs shown here are not easily verifiable in the EU portal DTA as they are listed in this deliverable. EDIH services with more than one customer are reported as EDIH events by agreement with the EU and not as EDIH services.

Table 5: EDIH activities

Service to provide: TBI: Test Before Invest, ST: Skills and Training SFI: Support to Find Invest, IEN: Innovation Ecosystem and Networking	Number of SMEs planned (3 years)	Number of SMEs actual (1,5 year)	Number of PSOs planned (3 years)	Number of PSOs actual (1,5 year)
TBI-1 Access to Tech Labs incl. support	40	97	10	12
TBI-2 Future-Tech Check-up	80	22	10	4
TBI-3 Use Case Development	25	9	5	2
TBI-4: JPOC - Joint Proof of Concept/Feasibility project	10	11	5	1
TBI-5: Experiments, intensive processing on Research Computing Infrastructure (RCI)	20	1	5	0
TBI-6: Agile Development Series	50	6	5	0
ST-1: Basic and Expert Workshops for Key Technologies	100	1961	50	74
ST-2: HPC, AI, Cybersecurity, Digitisation Blended Learning Workshops	40	29	10	5
ST-3: AI Domain-driven Trainings	80	223	20	7
ST-4: Certificate Course for Key Technologies	50	18	25	6
ST-5: Tech demonstration workshops for enabling Technologies	100	239	20	6
SFI-1: Project Proposal writing / support	15	3	0	4
SFI-2: Consultation "Fit for Investment"	20	21	0	0
SFI-3: Individual Funding and Investment Matching	25	12	5	1
SFI-4: International EDIH Pitch-Day Event	20	46	5	0
IEN-1: Technology Matching and Strategy Road-mapping	40	3	10	2
IEN-2: Key Technology Events and Use case Community Events	400	601	25	43
IEN-3: Co-Working, Co-Innovation & Matching start-ups and established companies	100	166	0	3

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[3] https://european-digital-innovation-hubs.ec.europa.eu/home, accessed on 25.5.2024

IEN-4: Communities of practice, Joint Innovation Projects & Circles	50	32	10	0
IEN-5: Co-Acceleration bootcamp	20	15	5	0
IEN-6: Jumpboard-programme	100	43	20	1
Total	**1385**	**3558**	**245**	**171**

It should be noted, that in the period from January 2023 to April 2024, in one of the IEN-2 formats, namely, the *Brown Bag Session* there were 90 sessions with a total number of participants 2347 persons. The Brown Bag Session is a regular online event that takes place every week on Tuesdays and Thursdays at noon. Experts from the fields of science, research, business, politics, and society come together to discuss exciting topics and projects related to artificial intelligence, data science, data architecture, AI business development, etc. The purpose of the Brown Bag Sessions series is to build expertise and drive projects forward. On average, 25-30 people attend a Brown Bag Session. Sessions last half an hour and are open to all interested parties.

Some services in the format of a workshop, lecture, or excursion were held for a shorter time than planned. This made it possible to conduct such services more often and, accordingly, for a larger total number of consumers with the same human resource costs. Such shortening of the formats is also in accordance with the feedback from the customers to the Needs assessment survey (Annex 26), where most respondents expressed interest in formats of short or medium duration (see Chapter 3). This applies to such formats as TBI-1, ST-1, ST-3, ST-5 and IEN-3. As Table 5 shows, the number of clients for these formats is currently higher than expected.

In addition to the planned Project proposal writing service (SFI-1) for SMEs, this service was also carried out for PSO customers in the reporting period. Involving PSOs in the use of this service has a positive overall impact on project implementation. In general, it was noted during the reporting period that PSOs are easy to attract for consuming services, but that it is more difficult for implementation services. It is envisaged to present EDIH specifically at a public administration conference in Hamburg this fall.

The development and safeguarding of the research computing infrastructure (TBI-5) took up the time of this deliverable. After the initial load testing phase, the first customer was onboarded at the time of the deliverable and used it to cross-train neural networks. Once the Research Computing Infrastructure (RCI) has been completed, we expect the majority of customers to join us in the second half of the project.

2.4.1 OVERALL Key Performance Indicators

Due to the Grand Agreement, the overall KPIs of the project are following: number of participants in the formats of the whole community; number of clients (SMEs and PSOs); network activities; partnerships on national and EU-level; publications; Connectivity Index for each customer.
Services with more than one customer were reported as *EDIH events* after consultation with the EU, as individual registration of participants would involve too much administrative effort. The number of EDIH Hamburg customers is therefore not clearly visible in the DTA portal. Number of the clients (SMEs and PSOs), which have used the supplied services, according to the DTA-Portal under EDIH services, is **57,** however, the clients of EDIH events must also be included.

The number of participants (SMEs and PSOs) in all formats offered is **3729** (3558 SMEs and 171 PSOs, see Table 5).

Network activities: the total number of events organised or co-organised in the frame of EDIH4UrbanSAVE project are **45** in the pillar "Innovation Ecosystem and Networking". In addition, there are **34** networking activities with EDIH initiatives (e.g. EDIH summit), like monthly meetings with the Northern Alliance, EDIH working groups, and an exchange in the Lichtenstein EDIH initiative on networking and targeted visits to other initiatives.

Partnerships and Cooperation on national and EU-level.

In order to provide EDIH customers with the most comprehensive offering possible, a number of partnerships and cooperation have been established (#number of connections):

- The EDIH Northern Alliance facilitates regular exchange on administrative and content topics with the partner EDIH.SH and DAISEC (EDIH Hannover). #2
- EDIH Hamburg is widely connected, also via the working groups on the topics of digital business models (~20 EDIHs), cyber security (~25 EDIHs), the maritime cluster (~6 EDIHs) and AI in Administration (~20 EDIHs) and the regional working group Germany (16 Germain EDIHs connect on a monthly basis). #71
- An exchange on support services has been established with Handelskammer Hamburg, Deutsch-Baltische Handelskammer, Enterprise Estonia, DLR Quantum Computing Initiative, Hamburg Quantum Innovation Capital (hqic), RZZ.Nord[4] and the Enterprise Europe Network[5]. #6
- An initial exchange on possible synergies and cooperation was held with the homePort Hamburg[6] and Desy Innovation Factory[7] in Hamburg. #2
- A regular exchange on HPC topics has been established in the context of European Competence Centers on HPC[8] with 5 different initiatives. #4
- The project cooperates with the Elbcampus as part of a Techlab that is being established. #2
- With Lufthansa Industry Solution and Common Swift as a partner joint services are offered within the framework of EDIH Hamburg. # 2
- Memorandum of Understandings has been signed with the following EDIHs: Digital Impulse Hub (Barcelona, Spain), Crobohub++ (Croatia), 5STAR eCorridors EDIH (Finland), European Digital Innovation Hub Eastern and Northern Hessen (Germany), EDIH Digital Hub Noordwest Utrecht (Netherland), DIH4S (Romania), Occitanie Toulouse (France), EDIH construction hub Sofia (Bulgaria), EDIHLV (Latvia) #9

The total number of partnerships and cooperation on national and EU level is **99**.

Publications: The goal of publicizing and promoting the project with a series of publications was achieved in the first 18 months with the following measures. An overall goal of 30 publications during project runtime was stated in the GA.

Digital platforms:

- Partner websites introduced EDIH Hamburg (ARIC, HITEC, DigitalHubLogistics, HWK, HAW, TUHH)
- Project website and mini-page at EU platform established
- Promoted EDIH Hamburg via HubClub App of Digital Hub Logistics
- Established a #EDIHHamburg tag and LinkedIn account for the project
- Promoted EDIH Hamburg via Social media accounts (LinkedIn, Facebook, X, Instagram, Eventbrite, Meetup etc.) of partners
    - Collaborating with media outlets: ~35 posts

- o organizing workshops and seminars ~30 posts
- o presenting at conferences and events ~23 posts
- o organizing delegations and visits ~20 posts
- o publishing info-posts ~30 posts

Newsletter: Aric, MDZ, HWK and IKS newsletter with a total of ~16000 subscriptions

<u>Connectivity Index for customer</u> assesses the level of interaction and collaboration within a network, how well customers are connected to external actors. It might involve evaluating the extent to which customers (SMEs and PSOs) are connected through events and services. Higher values indicate stronger connectivity and engagement.

We calculated the Connectivity Index at a more aggregated level, focusing on the involvement of SMEs and PSOs in the events and services provided by the EDIH project. Here is an approach of calculation:

1. Data Source:
   - The table contains information on various formats of events and services provided by EDIH4UrbanSAVE project including the total number of participants as well as the number of participating organizations (SMEs and PSOs).

2. Definition of metrics:
   - Number of events attended – 160;
   - Number of services used – 83;
   - Total number of SMEs and PSOs participating in the event or service – 3662.

3. Weight the Metrics: we assign weights to each metric based on their contribution to the connectivity. Attending an event might be weighted differently than using a service: 0,2 and 0,8 correspondingly.

4. Calculation of the Connectivity Index:

$$\text{Connectivity Index} = \frac{\text{Total number of SMEs and PSOs}}{\text{Number of events}*0,2+\text{Number of services}*0,8} = \frac{3729}{160*0,2+83*0,8} \approx 38$$

This approach provides an aggregated Connectivity Index for SMEs and PSOs based on their participation in events and services.

The overall KPIs of the project are listed in Table 6.

Table 6: Overall KPIs of the project

Performance Indicator	Planned (3 years)	Actual (1,5 year)
Participants (in the formats of the whole Community, number of attendees)		8181
Clients (SMEs and PSOs)	1630	**3729**

Network Activities	90	**79**
Partnerships (national and EU-level)	60	**99**
Publications & Use cases made accessible	30	**> 30**
Connectivity index for each customer	30	**38**

2.4.2 SPECIFIC Key Performance Indicators

The specific KPIs of the project are listed in Table 7. The specific KPIs of the project are:

<u>Targeted number of SMEs and PSOs, which have used the services,</u> are given for each pillar in Table 7.

EDIH Hamburg is connected to numerous EDIHs, especially the collaboration with AIRE, EDIHDO, EDIH Saxony, EDIHinnovATE, CrowdInMotion and EDIH-NWNL has to be emphasized. <u>The number of collaborations</u> with other EDIHs and stakeholders outside the region at EU level, according to DTA-Portal, is about **20**.

Table 7: Specific KPIs of the Project

Performance Indicator	Planned (3 years)	Actual (1,5 year)
Targeted number of businesses and public sector entities which have used the services:	360	**3729**
Test-before-invest	60	165
Skills & Training	90	2568
Support to find invest	90	87
Innovation Ecosystem & networking activities	120	909
Targeted amount of additional investments	3,000,000 €	Requested Funding: ~3.878,087€
Number of collaborations with other EDIHs and stakeholders outside the region at EU level	30	20

<u>Targeted amount of additional investments</u> reflects in our case the amount of funding for clients in jointly submitted applications for funding. The targeted amount of additional investments can be seen in the table below. A total amount of 3,878,087€ in funding was requested for the projects applied in the reporting period. Most of the funding applied for has been applied for in joint projects, mostly with partners from the metropolitan region. This means that not only EDIH customers themselves but also other organizations in the Hamburg metropolitan region will benefit from new investments if they are granted funding.

Table 8: Targeted amount of additional investments

	Funding Framework	Funding requested	Grant notification
PSO_1	BMBF[4]	1,905,706€	pending

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[4] www.bmbf.de, accessed on 25.5.2024

KMU_1	Regional Funding	149,839€	yes
KMU_2	ZIM[5]	200,000€	yes
KMU_3	KMU innovative BMBF[6]	1,223,000€	pending
PSO_2-4	BMBF	399,541€	pending

For data protection reasons, the names of EDIH customers are not listed here. Some of the applications are still in the assessment phase.

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[5] https://www.zim.de, accessed on 25.5.2024

[6]https://www.bmbf.de/bmbf/de/forschung/innovativer-mittelstand/kmu-innovativ/kmu-innovativ_node.html, accessed on 25.5.2024

3. Evaluation of Supplied Services

Our commitment to excellence drives us to continuously enhance our services, ensuring that they align with the needs of our customers. Service development and enhancement follows a two-step process: beginning with a pilot phase and then moving into regular operations to better align with customer needs. Direct feedback from customers on supplied services can help us to assess the degree of relevance of our services to the current needs of our target audience. There are several channels for receiving feedback from our customers: personal conversation, posts in social media and surveys. By analyzing gathered feedback from users, we aim to highlight both strengths and areas for improvement. The inner circle of each partner regularly evaluates the feedback received, discusses the fields of possible improvement and highlights the strengths. By implementing an agile feedback process, a continuous improvement process is established.

This part of the report also outlines strategic plans for future developments to ensure sustained relevance and impact.
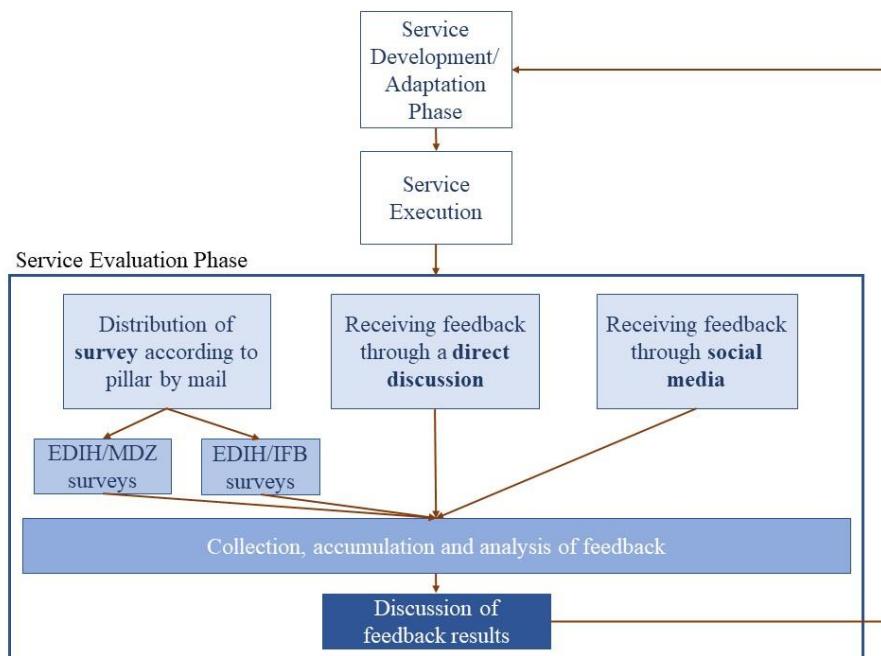
Figure 1: Service evaluation process

3.1 Surveys

EDIH Hamburg aims to adapt the EDIH services to the needs of its customers and conducts surveys after participation in a service. As a result of the EDIH co-financing construct, there are two different survey strategies.

1. The EDIH Hamburg partners HWK, TUHH and HAW are co-financed by the Mittelstand-Digital Zentrum (MDZ[7]). The program had already included surveys on its services.

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[7] https://digitalzentrum-hamburg.de, accessed on 15.5.2024

2. The EDIH Hamburg partners ARIC, Digitalhub Logistics and HITeC co-financed by the Industrie und Förderbank Hamburg (IFB[8]) could not join this survey strategy and have developed surveys for each EDIH pillars.

This approach results from the assumption that participants are not willing to answer two surveys.

3.1.1 Surveys of Formats in Co-financing with IFB

Four service evaluation surveys were developed. Each survey relates to one of the EDIH service pillars. The chosen survey management system is EUSurvey[9], a free offer from the EU. The developed surveys are anonymous, but ask for details on the type, size and sector of the organization. The details and contents of the surveys is given in Annex 22-25 in the Section *EDIH surveys* of this document. In addition to the type of service, respondents were asked how they became aware of the service and what they thought of the organization, content and materials. It is also asked whether the needs of the organization were met. We ask where we can improve and what the customer particularly liked. We would also like to find out whether the service can be recommended to others. There are slight differences between the pillars in the surveys with regard to classes or event-specific topics.

The aims of the surveys are not to submit further EDIH services but for the evaluation of the service visited. They are sent to customers by e-mail after they have attended a service.

An additional survey was designed to determine the needs of skills and training formats in order to meet customer requirements and to develop formats at short notice, see Appendix 26. Direct feedback from customers can provide valuable insights into the target groups, their needs, and their preferences for training activities.

3.1.2 Surveys of Formats in Co-financing with Mittelstand Digital Zentrum

As a result of the financing construct of co-financing, the partners who are co-financed by the MDZ evaluate their services with the MDZ surveys. These were already established before the launch of EDIH Hamburg.

The questions in the survey are based on the questions required by the accompanying research WIK-Consult and the project sponsor Deutsches Zentrum fuer Luft- und Raumfahrt (DLR) project supplier of the Zentrum Hamburg. The survey was provided to the participants in German and translated into English for this evaluation. The questionnaire will be completed by the participants at the end of the event if possible, or a link will be sent out after the event if necessary. A telephone survey was also conducted. However, this is not used in this evaluation. For some events, such as trade fairs or similar, no evaluation was carried out. In addition, the evaluation may be omitted if the format is part of an event by a partner in the network of Mittelstand-Digital. Due to changes in the survey tool, the survey data begin in January 2023, i.e. approximately one month after the start of the EDIH Hamburg, and end in April 2024, as no complete data is available for May 2024 at the time of evaluation. In total of 57 formats from the ST-1 pillar and 3 from the ST-5 pillar were included in the evaluation, see Table 9.

3.2 Evaluation of Feedback

The two survey strategies lead to the following results:

3.2.1 Feedback from Surveys of Formats in Co-financing with IFB

In general, we observe a low level of customer interest in completing surveys on our various formats. Up to now, the largest number of responses was obtained in the pillars *Innovation Ecosystem & Networking* and *Skills & Training*.

In general, feedback on our formats has been positive, with suggestions for improving and expanding the format palette (for example, breakfast, business lunch with keynote speeches, panel discussions etc.). All of respondents would recommend the service/event attended to others.

As evidenced by the feedback, there are numerous avenues through which customers are made aware of project services. The following channels have been identified as sources of information for customers: Meetup, Eventbrite, LinkedIn, website, newsletter, networking events, and recommendations from other customers.

The results of the analysis of our customers' needs assessment survey (Annex 26) on the desired formats and topics of courses within the project indicate the course features desired by all groups of the customers:
- Format – intensive short or mid-term online course.
- The most relevant course elements – use case examples, practical exercises.
- The topics of interest:
  - Marketing and communication options of AI.
  - Increasing efficiency and saving costs by means of AI with practical relevance.
  - Use cases and possible applications of AI in public administration.
  - Effects of AI on the world of work and the need for skilled workers.
  - How will the requirements for future specialists change through the use of AI tools in their activities?
  - Technologies in the context of AI, advantages and disadvantages, use cases.

Due to the relatively small number of respondents, the distribution of results by customer groups would not be representative. Therefore, this analysis was not conducted at this time.

3.2.2 Feedback from Surveys of Formats in Co-financing with Mittelstand-Digital Zentrum Hamburg

454 out of 1.326 participants of the respective formats responded to the survey leading to a satisfying response rate of 34%. It can therefore be assumed that the responses provide a suitable representation of the participants.

Table 9: Allocation of surveyed formats between pillars in the co-founded projects

Pillar		MDZ Hamburg	
		Informieren (Inform) # formats	Qualifizieren (Training) # formats
EDIH Hamburg	ST-1: Basic and Expert Workshops for Key Technologies	36 (of 51 in total)	21 (of 21 in total)
	ST-5: Tech demonstration workshops for enabling Technologies	3 (of 5 in total)	0

Demography. The questionnaires for the "Informieren" (Inform) pillar were completed by a total of 312 participants and for the "Qualifizieren" (Training) pillar by 142 participants. In the

"Informieren" (Inform) pillar 37% of the participants to companies with a size between 1-9 and 10-49 employees respectively. Only 10% of the participants worked for companies with 500 or more employees, whereby the number of PSOs was not recorded separately, see Figure 2 and Figure 3. This corresponds closely with the distribution of company sizes in the "Qualifizieren" (Training) pillar.
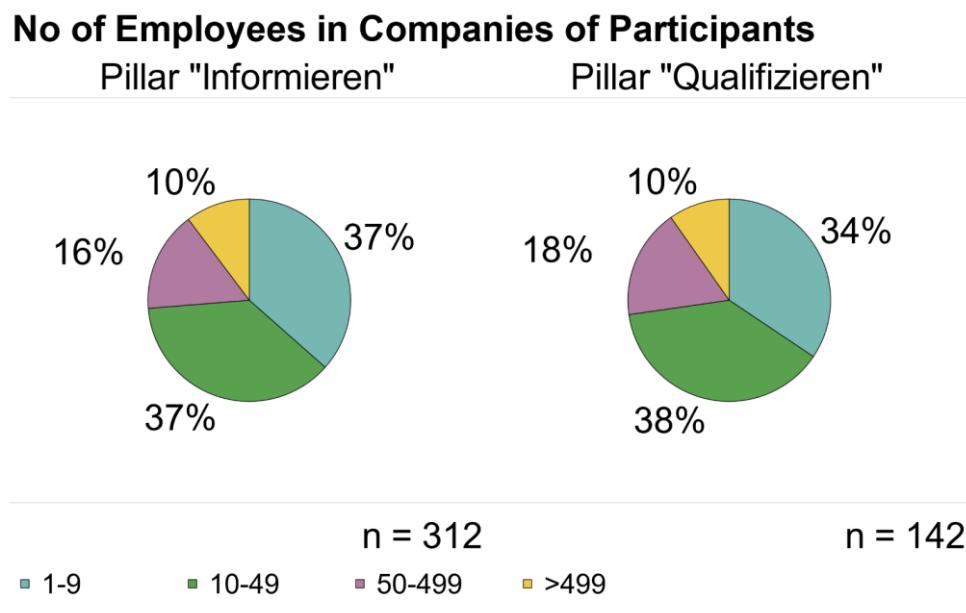

Figure 2: Number of employees in company

Particularly, due to the formats of the HWK, a large share of 43% of the participants in the "Informieren" pillar stem from the craft sector. Participants from the Service Sector (incl. logistics), manufacturing and trade accounted for a further 40%. The proportion of participants from the areas of education and multipliers is 12%, others account for 6%. This distribution is also reflected in the "Qualifizieren" pillar, whereby the proportion of from the craft sector is once again significantly higher at 60%.

Industry of Participants
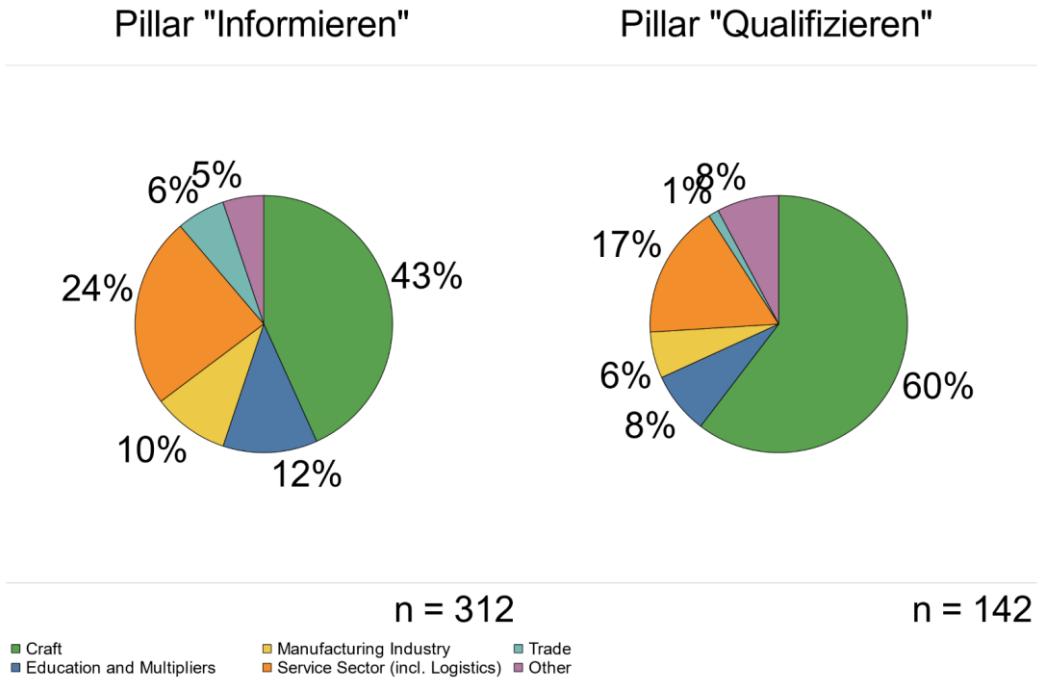
Figure 3: Industry of participants

3.2.2.1 Survey Results

<u>Evaluation of the Formats</u>. As shown in Figure 4 and Figure 5 the events were overall positively rated. For example, 86.3% of respondents (partially) agreed that the events met their expectations in the "Informieren" pillar. In addition to the Likert-scale questions, free-text questions were also used to obtain feedback on aspects that were perceived particularly positively, as well as points for criticism and improvement.

What is noticeable overall is that many companies would like to receive practical examples, such as success stories, on the "Informieren" formats. This is underlined by the fact that these were explicitly mentioned positively in the feedback, if provided. In turn, if practical examples were missing, this was criticized. As a result, more attention is being paid to highlight practical relevance and avoid too theoretical presentations.

Result Key Questions "Informieren"
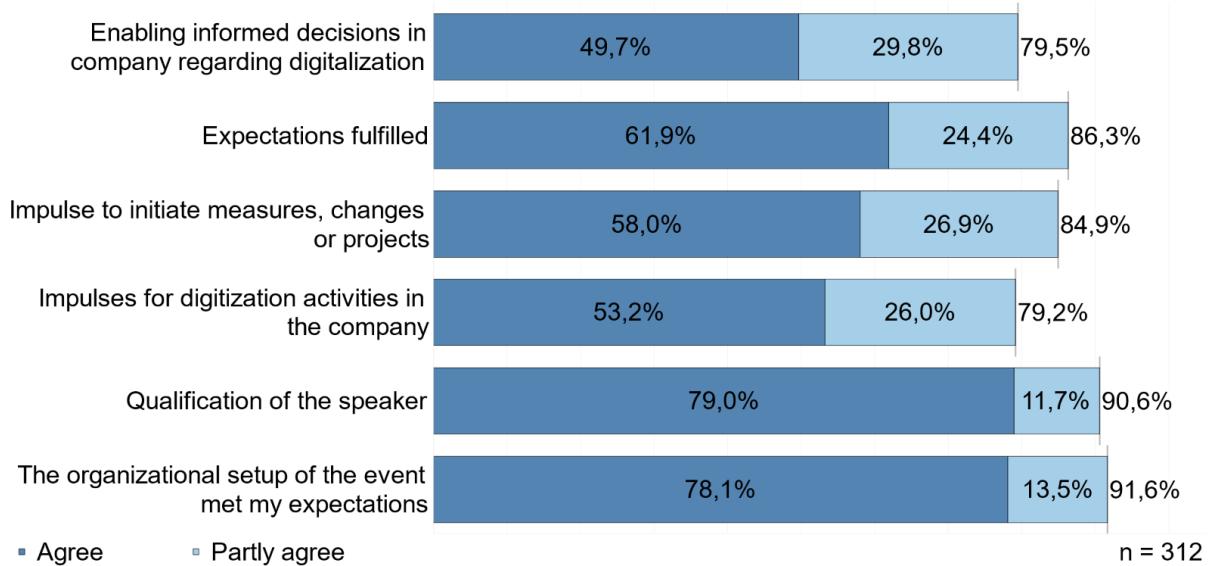
Figure 4: Result from key questions in pillar "Informieren" (Inform)

In the "Qualifizieren" formats, the practical component was often praised, especially when technical applications such as AR/VR glasses or exoskeletons could be tested. In some cases, the lack of time was criticized, e.g. for the detailed introduction of the participants. Overall, the opportunity to exchange ideas with other participants was also viewed very positively.

Result Key Questions "Qualifizieren"
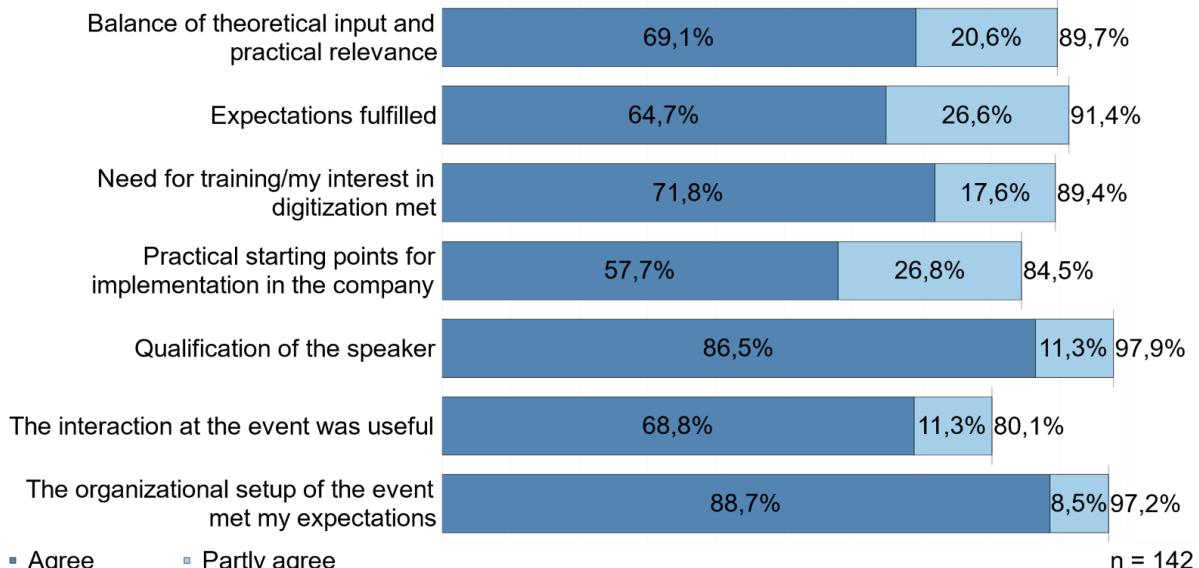
Figure 5: Result from key questions in pillar "Qualifizieren" (Training)

Desired Topics. When asked about desired formats, the topic of digital strategies stands out. It can therefore be deduced that there is a particular desire to learn more about the feasibility of the technologies. When selecting the desired topics, however, it should be noted that the selection reflects the lines of action in the center of Hamburg and is not an open query. If "Other" was selected, further information could be entered, e.g. digitalization in the skilled trades or AI. Due to the low proportion of "Other", however, it can be assumed that the current focus of the formats meets the requirements of the companies well, see Figure 6.

Figure 6: Desired topics by attendees of survey

3.3 Identified adaptations

The following conclusions were drawn from the two survey strategies:

3.3.1 Conclusion on Surveys of Formats in Co-financing with IFB

After a period of 18 months, there was a clear trend towards shorter formats in terms of participation. For SMEs in particular, it is a factor that should not be underestimated to release employees for several days, despite the support provided by EDIH. Many services could be offered in a more compact format, but more executions can be possible.

Both in-person and online events are scheduled for the remainder of the project to address customer requirements.

There is a high level of interest in topics from all pillars, with a particular focus on the demand for artificial intelligence, and digital strategies.

During the course of the reporting period, it was observed that customer recruitment for survey completion is challenging. Therefore, encouraging customers to participate in the survey will require additional efforts and strategies from project partners.

Taking into account the general wishes of customers regarding the format, duration, and topics of services, as well as the specific evaluation of certain formats, has the potential to achieve the best possible match of the proposed formats to the needs of the target audience for the remainder of the project.

3.3.2 Conclusion on Surveys of Formats in Co-financing with MDZ

After a period of 18 months, as described in the previous sections, the target group was reached, and the participants are generally satisfied with the offered formats. The formats generally help the participants to better understand digitalization and its benefits and to initiate projects in their own companies. Due to the short duration of the project of the EDIH Hamburg, there are no comparative values yet available. In the future, it will be necessary to see how the consideration of feedback affects the satisfaction of the participants.

In addition to this positive feedback the question on which topics are desired in the companies, also leads to the conclusion that the current thematic focus of the training center will continue to be the needs of the companies for the remainder of the project. There is interest in topics from all pillars, particularly in demand for artificial intelligence, sustainability, and digital strategies.

In connection with the content design, the offer of "hands-on" workshops, which have a strong practical focus and in which companies can actively participate and test tools and technologies, was praised. A small number of respondents would like to see an even stronger focus on their industry with suitable examples of good practice, which is difficult to implement due to the many different industries addressed. In connection with the organization and structure of the formats, the networking opportunity (if part of the event) was also well received by the companies, and they would like this to continue in future formats.

On the other hand, the discussion of online vs. face-to-face events is not a topic that can be answered. The advantages of online events are very much appreciated and at the same time, depending on the format, face-to-face events are still of interest. Both online and face-to-face events are planned for the remainder of the project to respond to this need.

4. Summary

In this deliverable, the planned and implemented services for EDIH Hamburg customers were presented. In addition, the planned KPIs from the grant agreement were taken up and the current status of fulfillment was presented. The strategy for the continuous improvement of the services offered was also illustrated. The surveys developed in EDIH were included and the particular challenges posed by co-financing were discussed. Finally, the results of the surveys were shared.

The findings of the analysis of the status and evaluation of the supplied services can be summarized as follows:

- The delivery of services in each of the pillars has commenced in accordance with the schedule outlined in the GA.
- The main KPIs for the project were achieved.
- Achieving the planned indicators for involving PSOs in the use of the developed services will require additional efforts in the farther part of the project.
- According to the results of the customer survey, the overall feedback on the developed and conducted service formats is positive and inspiring.
- Many services could be offered in a more compact format, but more executions can be possible.
- The continuous process of service improvement will be maintained through established agile feedback process, considering the identified adaptations.

Appendix

Provided Services

Annex 1. Supplied services on TBI-1 Access to Tech Labs

Partner	Name	Format	Datum des Angebots
HWK	Handwerk trifft Fab Lab House of All: Textilindustrie geht auch nachhaltig	Workshop	14.02.2023
HWK	Digitalisierungsberatung KMU - E-Commerce	Workshop	05.04.2023
HWK	Digitalisierungsberatung KMU - Rechnungsstellung/ ERP	Workshop	12.04.2023
HWK	Digitalisierungsberatung KMU	Workshop	02.05.2023
ARIC	AI-Showroom tour	Workshop	16.05.2023
HWK	Digitalisierungsberatung KMU - Warenwirtschaftssystem & ERP	Workshop	22.05.2023
ARIC	AI-Showroom tour	Workshop	23.05.2023
HWK	Digitalisierungsberatung KMU	Workshop	31.05.2023
HWK	Förderberatung KMU: Einführung von CAM und CAD-Software zur Digitalisierung analoger Prozesse.	online	07.06.2023
HWK	Förderberatung KMU: Einsatz der 3D-Software LeCAD für individuelle Schuhleisten-Modellierung.	online	07.06.2023
HWK	Förderberatung KMU: Einführung digitaler Zeiterfassungssysteme und neuer CAD-Softwarelösungen.	online	07.06.2023
HWK	Digitalisierungsberatung KMU	Workshop	08.06.2023
HWK	Digitalisierungsberatung KMU - 3D Druck & CAD	Workshop	12.06.2023
ARIC	AI-Showroom tour	Workshop	15.06.2023
ARIC	AI-Showroom tour	Workshop	20.06.2023
ARIC	Employment agencies	Workshop	20.06.2023
HWK	Digitalisierungsberatung KMU - ERP Auswahl	Workshop	27.06.2023
HWK	Förderberatung KMU: Einführung von Backoffice-Software für Angebotserstellung, Buchhaltung und Rechnungserstellung.	online	29.06.2023
HWK	Förderberatung KMU - Philipp Schönknecht: Einsatz von Tablets auf Baustellen für Aufmaß und Fotodokumentation.	online	29.06.2023
ARIC	AI-Showroom tour in English	Workshop	14.07.2023
HWK	Digitalisierungsberatung KMU - ERP Auswahl	Workshop	26.07.2023
HWK	Digitalisierungsberatung KMU	Workshop	27.07.2023
HWK	Digitalisierungsberatung KMU - 3D Druck & CAD	Workshop	27.07.2023

HWK	Förderberatung KMU: Implementierung eines Dokumenten Management Systems und Nutzung von Cloudtechnologien.	online	09.08.2023
ARIC	AI-Showroom tour	Workshop	16.08.2023
HWK	Förderberatung KMU: Einführung eines ERP-Systems und Anbindung neuer digitaler Schnittstellen.	online	19.09.2023
HWK	Förderberatung KMU: Einführung eines ERP-Systems und Einsatz optischer Erfassungstechnologien.	online	19.09.2023
HWK	Digitalisierungsberatung Tischlerei Innung / KMU - 3D Drucker Betthaftung	Workshop	16.10.2023
ARIC	AI-Showroom tour	Workshop	18.10.2023
HWK	Förderberatung KMU: Cyber Security-Maßnahmen und IT-Sicherheitsinfrastruktur.	online	25.10.2023
HWK	Digitalisierungsberatung KMU - ERP Auswahl	Workshop	26.10.2023
HWK	Förderberatung KMU: Einführung der Cloud-Software "HERO" für die digitale Übermittlung von Arbeitszetteln und Rechnungsgenerierung.	online	09.11.2023
HWK	Förderberatung KMU: Einführung des cloud-basierten ERP-Programms Hero und einer Lagerhaltungssoftware.	online	28.11.2023
HWK	Förderberatung KMU: Einführung eines ERP-Systems und Integration mobiler Endgeräte in die Geschäftsprozesse.	online	13.12.2023
DigiHub	Using EDIH-TBI (Test Before Invest) - Research Computing Infrastructure	Workshop	16.01.2024
ARIC	AI-Showroom tour	Workshop	18.01.2024
ARIC	AI-Showroom tour	Workshop	05.02.2024
ARIC	AI-Showroom tour	Workshop	11.04.2024

Annex 2. Supplied services on TBI-2 Future-Tech Check-up

Partner	Name	Format	Date
HITeC	KMU	Consultation	22.03.2023
HITeC	KMU	Consultation	23.03.2023
HITeC	KMU	Consultation	29.03.2023
HITeC	KMU	Consultation	30.04.2023
HITeC	KMU	Consultation	26.05.2023
HITeC	KMU	Consultation	01.06.2023
ARIC	KMU	Consultation	10.08.2023
HITeC	KMU	Consultation	18.08.2023
HWK	Erstanalyse based on DigiCheck/Digital Readiness KMU	Online Workshop	14.09.2023
HWK	Erstanalyse based on DigiCheck/Digital Readiness KMU	Online Workshop	18.09.2023
HWK	Erstanalyse based on DigiCheck/Digital Readiness KMU	Online Workshop	19.09.2023

HWK	Erstanalyse based on DigiCheck/Digital Readiness KMU	Online Workshop	22.09.2023
HWK	Erstanalyse based on DigiCheck/Digital Readiness KMU	Online Workshop	22.09.2023
HWK	Erstanalyse based on DigiCheck/Digital Readiness KMU	Online Workshop	25.09.2023
HITeC	KMU	Consultation	17.11.2023
ARIC	KMU	Consultation	14.02.2024
ARIC	KMU	Consultation	19.02.2024
ARIC	PSO	Consultation	19.02.2024
ARIC	KMU	Consultation	06.03.2024
HITeC	PSO	Consultation	13.03.2024
HITeC	PSO	Consultation	13.03.2024
ARIC	PSO	Consultation	15.03.202
HITeC	KMU	Consultation	21.03.2024
HITeC	PSO	Consultation	07.05.2024
HITeC	PSO / Beratung KI-Tools	Consultation	16.05.2024
ARIC	KMU	Consultation	27.05.202

Annex 3. Supplied services on TBI-3 Use Case Development

Partner	Name	Format	Start date
HITeC	KMU Vorhersage und Auswirkung von Werbung	Consultation	01.02.2023
HITeC	KMU/Kochroboter	Consultation	01.03.2023
HITeC & HAW	KMU	Consultation	01.03.2023
HITeC	PSO Chatbot	Consultation	31.01.2024
ARIC	KMU	Consultation	10.08.2023
ARIC	KMU	Consultation	03.01.2024
ARIC	KMU	Consultation	21.02.2024
ARIC	KMU	Consultation	06.03.2024
HITeC	KMU Use Case Development	Consultation	01.05.2024
ARIC	PSO	Consultation	25.03.2024
ARIC	KMU	Consultation	02.05.2024

Annex 4. Supplied services on TBI-4 JPOC - Joint Proof of Concept

Partner	Name	Format	Date
HITeC	KMU / 3D Daten	POC	15.12.2022
HITeC	KMU/Nachhaltigkeit bei der Beschaffung	Consultation	01.04.2023
HITeC	KMU Soccer	POC	21.04.2023
ARIC	KMU	POC	10.08.2023
HITeC	JPOC /KMU	POC	01.09.2023
HITeC	KMU	POC	01.12.2023
ARIC	KMU	POC	03.01.2024

ARIC	KMU	POC	21.02.2024
ARIC	KMU	POC	06.03.2024
ARIC	PSO	POC	08.04.2024
HITeC	KMU JPoC	POC	07.05.2024
ARIC	KMU	POC	27.05.2024

Annex 5. Supplied services on TBI-5 Experiments, intensive processing on Research Computing Infrastructure

Partner	Name	Format	Date
HITeC	Intensive Processing on RCI - KMU	Computation	19.06.2023

Annex 6. Supplied services on TBI-6 Agile Development Series

Partner	Name	Format	Date
DigiHub	Boostcamp	Workshop	19.06.2023

Annex 7. Supplied services on ST-1 Basic and Expert Workshops for Key Technologies

Partner	Name	Format	Date
TUHH	Blockchain – nur ein Hype oder eine Technologie, die bei Ihnen für Umbrüche sorgt?	Online Workshop	02.12.2022
TUHH	Energiekrise: Energieeffizienz, Carbon Accountin	Lecture	05.12.2022
TUHH	Workshop: Nachhaltigkeit in Zeiten der Energiekrise? – Erfassung von Emissionen in der Lieferkette	Online Workshop	05.12.2022
HWK	Mobile Auftragsabwicklung	Online Workshop	18.01.2023
HAW	Unvorhersehbar? Supply-Chain Risiken mit SCRM begegnen	Lecture	24.01.2023
HWK	#Werkstatt Talk: Tradition & Innovation im Handwerk verbinden?!	Workshop	25.01.2023
TUHH	Resilienz in Unternehmen und Lieferketten	Lecture	31.01.2023
TUHH	KI für Produktion und Logistik	Online Workshop	01.02.2023
TUHH	Wissen Kompakt: Wie gelingt der Übergang zur Kreislaufwirtschaft?	Lecture	08.02.2023
HWK	Neue Technologien live erleben: VR & AR im Handwerk	Workshop	09.02.2023
HAW	AR & VR live erleben	Workshop	09.02.2023
HAW	Produktion der Zukunft: Maschinen optimal nutzen durch Retrofitting	Lecture	16.02.2023
HWK	Digitale Schnittstellen im Bau-/Ausbaubereich: Schulbau Hamburg und Handwerk nutzen Chancen	Workshop	21.02.2023
HWK	Materialengpässe am Bau: mehr Sicherheit durch digitale Lösungen	Online Workshop	23.02.2023

TUHH	Digitale GM - besser werden durch anders machen	Online Workshop	24.02.2023
TUHH	Digitale GM - besser werden durch anders machen (Teil 1) von der HWK	Workshop	24.02.2023
HWK	Effizienz steigern mit digitaler Ressourcen- und Tourenplanung	Workshop	02.03.2023
HAW	Effizienz steigern mit digitaler Fahrzeug- und Werkzeugortung	Lecture	02.03.2023
HAW	Die digitale Assistenz – Schluss mit monotoner Arbeit	Lecture	07.03.2023
HWK	#Werkstatt Talk & Digitale Macher (3) Social Media im Handwerk	Online Workshop	15.03.2023
HWK	Der Weg zum papierlosen Büro durch Ersetzendes Scannen	Online Workshop	20.03.2023
HWK	Cyberkriminelle vs.User: Wie geht Selbstverteidigung bei kleinen und mittleren Unternehmen?	Online Workshop	23.03.2023
HWK	Achtung, der Prüfer kommt! GoBD und Verfahrensdokumentation	Online Workshop	27.03.2023
TUHH	Mehr als nur Recycling – wie Kreislaufwirtschaft durch Normen und Normung gelingt	Lecture	28.03.2023
HWK	Ohne Wäschekorb zum Steuerberater: Online-Banking und DATEV-Schnittstelle	Online Workshop	30.03.2023
TUHH	Carbon Accounting: Wie die Digitalisierung Ihnen bei der Ermittlung der Emissionen in der Lieferkette helfen kann	Lecture	04.04.2023
HWK	#Werkstatt Talk: digitale Geschäftsprozesse	Online Workshop	19.04.2023
TUHH	Tag der Logistik: Resilienz in Lieferketten	Lecture	20.04.2023
TUHH	Digitale GM - besser werden durch anders machen (Teil 2) von der HWK	Workshop	21.04.2023
HAW	Aus alt mach neu	Lecture	25.04.2023
HWK	Erfolgsfaktor Handwerkersoftware - ein erster Einstieg	Workshop	16.05.2023
TUHH	Workshop: Digitale Ansätze zur Umsetzung von Carbon Accounting entlang der Wertschöpfungskette	Online Workshop	24.05.2023
HAW	AR & VR live erleben	Workshop	24.05.2023
TUHH	Blockchain für die Kreislaufwirtschaft	Lecture	07.06.2023
HAW	Tag des Mittelstands: RPA	Lecture	08.06.2023
HWK	Anstrengung im Arbeitsalltag? Testen Sie, wie Roboteranzüge das Handwerk entlasten!	Workshop	15.06.2023
HWK	Ideenwerkstatt: 3D Druck und Lasercutter im Handwerk	Workshop	21.06.2023
TUHH	Wie unterstützt die Digitalisierung die Erfassung von Emissionen in Lieferketten?	Lecture	22.06.2023
TUHH	Nachhaltigkeitswoche: Corporate Purpose	Lecture	10.07.2023
TUHH	Nachhaltigkeitswoche: Kreislaufwirtschaft	Lecture	11.07.2023
TUHH	Nachhaltigkeitswoche CO2-Bilanzierung	Lecture	12.07.2023
TUHH	Nachhaltigkeitswoche: Resilienz, Klimawandelfolgen	Lecture	13.07.2023
TUHH	Firmen-Meetings mal anders: Wie LEGO® SERIOUS PLAY® helfen kann!	Workshop	19.07.2023

TUHH	Carbon Accounting digital umsetzen mithilfe des digit-S3CA-Demonstrators	Online Workshop	08.08.2023
TUHH	Grundlagen CO2-Bilanzierung	Lecture	08.08.2023
TUHH	Umstieg in die E-Mobilität, Flottenanalyse	Lecture	10.08.2023
TUHH	In Kreisen denken – Nachhaltiges Wirtschaften durch Kreislaufwirtschaft	Lecture	31.08.2023
HWK	3D Druck/Lasercutting ½	Workshop	04.09.2023
TUHH	Von linear zu zirkulär - Geschäftsmodelle nachhaltig transformieren	Online Workshop	05.09.2023
TUHH	Firmen-Meetings mal anders: Wie LEGO® SERIOUS PLAY® helfen kann!	Workshop	05.09.2023
TUHH	Wie kann die Produktion durch digitales Shopfloor Management verbessert werden?	Workshop	06.09.2023
HWK	3D Druck/Lasercutting 2/2	Workshop	11.09.2023
HAW	Aus Alt mach Neu – Verbesserung der Energiebilanz	Lecture	20.09.2023
HWK	ChatGPT als Nachhaltigkeitsbeauftragte für Ihr Unternehmen	Online Workshop	27.09.2023
HAW	Ressourceneffizienz durch Vermeidung von Verschwendung	Lecture	28.09.2023
TUHH	Einführung in Lego Serious Play	Online Workshop	18.10.2023
HWK	Digitale Arbeitszeiterfassung im Handwerk	Online Workshop	19.10.2023
HAW	Daten als Grundlage für Unternehmensentscheidungen – Data Driven Business	Lecture	25.10.2023
TUHH	Ganzheitliche Klimabilanz – mit wenig Aufwand machbar?	Lecture	26.10.2023
HAW	Digitalisierung der Intralogistik – Erheben und nutzen Sie Daten direkt aus dem Materialfluss	Lecture	01.11.2023
HAW	Suchmaschinenoptimierung: Sichtbarer werden im Web	Lecture	07.11.2023
DigiHub	HubDay: Masterclass - "Strategisch richtig was Abliefern. Mit OKRs."	Workshop	09.11.2023
DigiHub	HubDay: Masterclass - "LLMs in der Logistik - Chancen & Risiken von Bard, ChatGPT und Co. "	Workshop	09.11.2023
TUHH	Webinar Methodenarbeit	Lecture	14.11.2023
HWK	01.01.2025 - Die E-Rechnung kommt!	Online Workshop	21.11.2023
HAW	OGD – Öffentliche Daten sind zum Nutzen da!	Lecture	23.11.2023
HWK	Dig. Zeiterfassung: Minuten, Mitarbeiter, Management	Online Workshop	27.11.2023
TUHH	Die Zukunft gestalten mit innovativem Carbon Accounting entlang der Lieferkette	Online Workshop	29.11.2023
HAW	Retrofit zur Verbesserung der Energiebilanz	Lecture	30.11.2023
HAW	Aus Alt mach Neu: Wie können Maschinen günstig digitalisiert werden?	Lecture	30.11.2023
HWK	ChatGPT & Nachhaltigkeit	Online Workshop	11.01.2024
HAW	Kundenlieblinge schaffen: Mit Daten zum besseren Produkt	Lecture	18.01.2024

TUHH	Digitale Technologien in der Logistik –durch digitale Vernetzung zu datengetriebenen Prozessen	Lecture	23.01.2024
TUHH	Nortec-Konferenz: Bereit für die Zukunft – Durch digitale Transformation zu mehr Resilienz und Nachhaltigkeit in Einkauf und Supply Chain Management	Lecture	24.01.2024
HWK	IT Sicherheit	Online Workshop	30.01.2024
DigiHub	Student Fieldtrip-Technische Universität Hamburg	Lecture	30.01.2024
HWK	HW.digital zum Thema „Cyberattacken abwehren" aka 45um12 Bezirke	Online Workshop	07.02.2024
HAW	Mit Datenschutz zum Datennutz	Lecture	08.02.2024
TUHH & HAW	KI-Safari in die Wildnis der Künstlichen Intelligenz	Workshop	20.02.2024
HAW	Von Daten zu Taten - Künstliche Intelligenz im Qualitätsmanagement	Lecture	20.02.2024
HAW	Von Daten zu Taten - Künstliche Intelligenz im Qualitätsmanagement	Lecture	20.02.2024
HAW	Von Daten zu Taten - Künstliche Intelligenz im Qualitätsmanagement	Lecture	20.02.2024
TUHH	KI-Kompetenzen für Arbeit, Beruf und Bildung	Lecture	21.02.2024
HITeC	KI für Entscheider für PSO	Workshop	27.02.2024
TUHH	Firmen-Meetings mal anders: Wie LEGO SERIOUS PLAY helfen kann!	Workshop	29.02.2024
HAW	Von Daten zu Taten - Künstliche Intelligenz im Qualitätsmanagement	Lecture	29.02.2024
HAW	Von Daten zu Taten - Künstliche Intelligenz im Qualitätsmanagement	Lecture	29.02.2024
HAW	Von Daten zu Taten - Künstliche Intelligenz im Qualitätsmanagement	Lecture	29.02.2024
HAW	Von Daten zu Taten - Künstliche Intelligenz im Qualitätsmanagement	Lecture	29.02.2024
HAW	Von Daten zu Taten - Künstliche Intelligenz im Qualitätsmanagement	Lecture	29.02.2024
HAW	Kundenlieblinge schaffen: Mit Daten zum besseren Produkt	Lecture	01.03.2024
HAW	Jenseits der Realität: Das Metaverse und seine Möglichkeiten	Lecture	05.03.2024
HWK	#Werkstatt Talk ChatGPT und KI	Workshop	06.03.2024
HWK	Digitales Aufmaß	Online Workshop	05.04.2024
HAW	KI als SEO-Booster	Lecture	09.04.2024
ARIC	Trustworthy AI – Responsible AI Use-Cases	Online Workshop	10.04.2024
TUHH	Digitales Shopfloor Management zur Produktionsverbesserung	Online Workshop	11.04.2024
HAW	SEO in der Logistik	Lecture	17.04.2024
TUHH	Organisationale Resilienz-Konzepte	Workshop	18.04.2024
TUHH & HAW	Lieferketten & Logistik: Trends und Technologien für die Zukunft	Workshop	18.04.2024

HAW	EasyAR Guide Workshop	Workshop	18.04.2024
TUHH	KI-Safari	Workshop	20.04.2024
HITeC	KI für Entscheider	Workshop	23.04.2024
TUHH	Krisensicher durchstarten: Mit Know-how für die Zukunft gerüstet sein!	Lecture	24.04.2024
HITeC	Introduction to Image Generation	Workshop	25.04.2024
HAW	Von Daten zu Taten - Künstliche Intelligenz im Qualitätsmanagement	Lecture	16.05.2024
TUHH	Corporate Purpose: das Erfolgskonzept der nachhaltigen Unternehmensführung?	Lecture	27.05.2024
TUHH	Grüne Zukunft: Effiziente KI-Strategien für nachhaltiges Lieferkettenmanagement	Lecture	28.05.2024
TUHH	Nachhaltiges Wirtschaften: Wie gelingt der Übergang zur Kreislaufwirtschaft	Lecture	29.05.2024
TUHH	Die CO2-Bilanz: der erste Schritt zur Dekarbonisierung?	Lecture	30.05.2024

Annex 8. Supplied services on ST-2 HPC, AI, Cybersecurity, Digitisation Blended Learning Workshops

Partner	Name	Format	Date
ARIC	Resonsible AI for Administration	Training	01.06.2023
ARIC	Resonsible AI in Education (for KMU)	Training	24.01.2024
ARIC	Resonsible AI in Engeneering (for KMU)	Training	13.04.2024
ARIC	Resonsible AI in Engeneering (KMU)	Training	09.04.2024
ARIC	Resonsible AI for HealthTec (for KMU)	Training	30.04.2024
ARIC	Resonsible AI in Education (for KMU)	Training	26.11.2023
ARIC	Resonsible AI for Administration (for KMU)	Training	19.04.2023
ARIC	Resonsible AI for Administration (for KMU)	Training	18.04.2024
ARIC	Resonsible AI for Administration (for KMU)	Training	14.05.2024
ARIC	Resonsible AI for Administration (for KMU)	Training	17.04.2023
ARIC	Resonsible AI for Administration (for KMU)	Training	15.05.2024
ARIC	Resonsible AI for Business & administration (for KMU)	Training	18.04.2024
ARIC	Resonsible AI for Administration (for KMU)	Training	06.12.2023
ARIC	AI-supported sustainability reporting	Training	19.04.2024
HITeC	Embedded AI	Online Workshop	22.05.2024
HITeC	Embedded AI	Online Workshop	29.05.2024

Annex 9. Supplied services on ST-3 AI Domain-driven Trainings

Partner	Name	Format	Date
HWK	EDIH: Koop. Bezirke Handwerk digital 45 "Alles leichter dank KI und ChatGPT?"	Online Workshop	03.05.2023
HWK	#Werkstatt Talk: Alles leichter mit KI und ChatGPT?	Workshop	01.06.2023
HWK	#WerksWS Reihen: Handwerkersoftware auswählen & einführentatt Talk: Alles leichter mit KI und ChatGPT? 1/3	Workshop	09.06.2023

HWK	#WerksWS Reihen: Handwerkersoftware auswählen & einführentatt Talk: Alles leichter mit KI und ChatGPT? 2/3	Workshop	07.07.2023
HWK	#WerksWS Reihen: Handwerkersoftware auswählen & einführentatt Talk: Alles leichter mit KI und ChatGPT? 3/3	Online Workshop	04.08.2023
ARIC	ARIC Insights: Introduction to Chat GPT	Online Workshop	09.03.2023
ARIC	ARIC Insights: Ethics and AI	Training	24.05.2023
ARIC	ARIC Insights: Bias and ethics in AI	Training	12.07.2023
ARIC	ARIC Insights: Das Spannungsfeld KI und Cybersicherheit	Training	23.08.2023
ARIC	ARIC Insights: Introduction to the basic concepts of Generative AI	Training	27.02.2024
ARIC	ARIC Insights: Four use cases for generative AI in SMEs	Training	19.03.2024

Annex 10. Supplied services on ST-4 Certificate Course for Key

Partner	Name	Format	Date(s)
ARIC	Certificate course "Elements of AI for Business"	Training	12.02–11.03.2024
ARIC	Certificate course "Elements of AI for Business"	Training	02.04–30.04.2024

Annex 11. Supplied services on ST-5 Tech demonstration workshops for enabling Technologies

Partner	Name	Format	Date
TUHH & HAW	Die smarte Kühlkette - Stellen Sie die Qualität Ihrer Ware sicher (mit HAW)	Lecture	20.04.2023
TUHH	Tag der Logistik: Mit KI die Produktion und Logistik verbessern	Online Workshop	20.04.2023
HAW	Tag der Logistik: Die smarte Kühlkette	Online Workshop	20.04.2023
TUHH	Digitaltag: Die smarte Lieferkette - Mehr Transparenz durch Sensorik und dezentrale Vernetzung	Online Workshop	15.06.2023
HAW	Digitaltag: Die smarte Kühlkette	Online Workshop	16.06.2023
TUHH	Blockchance Messe: Demonstrator für die smarte Lieferkette	Fair	28.06.2023
HAW	Smarte Lieferkette - DLT Demonstrator	Workshop	28.06.2023
TUHH	Blockchance Messe: Demonstrator für die smarte Lieferkette	Messe	29.06.2023
HAW	Smarte Lieferkette - DLT Demonstrator	Workshop	29.06.2023
TUHH & HAW	TrendRadar Lingen: Demonstrator für die smarte Lieferkette	Workshop	28.09.2023
HAW	Smarte Lieferkette - DLT Demonstrator	Workshop	28.09.2023
HAW	Smarte Kühlkette - DLT Demonstrator	Workshop	18.04.2024
HAW	Carbon Accounting Demonstrator	Workshop	18.04.2024

Annex 12. Supplied services on SFI-1: Project Proposal writing / support

Partner	Name	Format	Date
HITeC	KMU	Beratung	01.12.2023
HITeC	KMU	Beratung	10.01.2024
HITeC	PSO	Beratung	15.01.2024
ARIC	BMBF Project PSO	Beratung	18.01.2024
HITeC	KMU	Beratung	16.04.2024

Annex 13. Supplied services on SFI-2: Consultation "Fit for Investment"

Partner	Name	Format	Datum des Angebots
DigiHub	Getting Grilled Session	Consultation	01.03.2024
DigiHub	Getting Grilled Session	Consultation	05.04.2024
DigiHub	Cornern - "FuckUps" zu Insolvenzen und missglückter Investorensuche	Workshop	09.04.2024
HITeC	KMU Ausschreibungsberatung	Consultation	05.05.2024
HITeC	PSO Auschreibungsberatung	Consultation	15.02.2024
ARIC	KMU	Consultation	16.05.2024

Annex 14. Supplied services on SFI-3: Individual Funding and Investment Matching

Partner	Name	Format	Date
DigiHub	Match Machine Session	Workshop	09.11.2023
DigiHub	Match Machine Session	Workshop	06.03.2024

Annex 15. Supplied services on SFI-4: International EDIH Pitch-Day Event

Partner	Name	Format	Date
DigiHub	VENTURE.Log 2023	Lecture	26.10.2023
DigiHub	HubDay: Investor Panel - "VC? Business Angel? CVC? – when they go low, we go high!"	Lecture	09.11.2023

Annex 16. Supplied services on IEN-1: Technology Matching and Strategy Road-mapping

Partner	Name	Format	Date
ARIC	PSO	Consultation	23.05.2023
ARIC	KMU	Consultation	15.06.2023
ARIC	KMU	Consultation	05.02.2024
ARIC	KMU	Consultation	07.09.2023
ARIC	PSO	Consultation	18.04.2024

Annex 17. Supplied services on IEN-2: Key Technology Events and Use case Community Events

Partner	Name	Format	Date(s)
DigiHub	Meet-Hub (KMU & PSO)	Workshop	07.06.2023
ARIC	AI Mix & Mingle	Workshop	27.06.2023
ARIC	AI Mix & Mingle	Workshop	29.08.2023
ARIC	KI-Summit Hamburg	Workshop	31.08.2023
ARIC	AI Mix & Mingle	Workshop	26.09.2023
DigiHub	Tomorrow Talks	Fair	05.10.2023
ARIC	Matchmaking I Science meets digital mobility	Workshop	01.11.2023
ARIC	Bilateral meeting Estonia-Germany "Smart Mobility & Smart Logistics"	Workshop	02.11.2023
ARIC	LLMs in logistics - opportunities & risks from Bard, ChatGPT & Co	Training	09.11.2023
ARIC	FoldForum: How AI is revolutionizing protein science	Workshop	22.11.2023
ARIC	AI Mix & Mingle	Workshop	28.11.2023
ARIC	Quantum Readiness	Workshop	29.11.2023
ARIC	AI Mix & Mingle	Workshop	30.01.2024
ARIC	AI Mix & Mingle	Workshop	27.02.2024
ARIC	AI Mix & Mingle	Workshop	26.03.2024
ARIC	FoldForum II: How deep tech is revolutionizing protein science	Workshop	24.04.2024
ARIC	AI Mix & Mingle	Workshop	30.04.2024
ARIC	Brown Bag Session	Workshop	04.04.2023-11.07.2023
ARIC	Brown Bag Session	Workshop	12.01.2023-23.03.2023
ARIC	Brown Bag Session	Workshop	12.09.2023-05.12.2023
ARIC	Disruptive Lounge (side event at Chef Treff 2024)	Workshop	26-27.04.2024
ARIC	Brown Bag Session	Online Workshop	30.01.2024-30.04.2024

Annex 18. Supplied services on IEN-3: Co-Working, Co-Innovation & Matching start-ups and established companies

Partner	Name	Format	Date
DigiHub	Startup Onboarding Day	Lecture	19.01.2023
DigiHub	Partner Onboarding Day	Lecture	12.06.2023
DigiHub	Startup Onboarding Day	Lecture	06.07.2023
DigiHub	Partner Onboarding Day	Lecture	06.09.2023
DigiHub	Startup Onboarding Day	Lecture	18.01.2024
DigiHub	Partner Onboarding Day	Lecture	20.02.2024
DigiHub	Logistics Afterwork	Fair	06.03.2024
IKS	"What does the Hamburg start-up ecosystem need?"	Workshop	30.11.2023

Annex 19. Supplied services on IEN-4: Communities of practice, Joint Innovation Projects & Circles

Partner	Name	Format	Date
DigiHub	Hub2Hub (Hamburg+Dortmund+Diusburg)	Workshop	18.04.2023
ARIC	ARIC expert group "Natural Language Processing"	Online Workshop	2023 monthly meetings
ARIC	ARIC expert group "Life Sciences und Health"	Online Workshop	2024 quarterly meetings
ARIC	ARIC expert group "Natural Language Processing"	Online Workshop	2024 monthly meetings

Annex 20. Supplied services on IEN-5: Co-Acceleration Bootcamp

Partner	Name	Format	Date
ARIC	Materials Informatics Hackathon	Workshop	13.04.2024

Annex 21. Supplied services on IEN-6: Jumpboard-programme: Curated Delegation Visits to European Innovation Hotspots.

Partner	Name	Format	Date
ARIC	German delegation visiting Tartu (Estonia) for Startup Business Festival "sTARTUp Day 2024"	Vorort Workshop	24.01-26.01.2024
DigiHub	Hub2Hotspot (Hamburg+Estonia)	Lecture	01.11.2023
ARIC	Bilaterale Treffen Estland-Deutschland "Smart Mobility & Smart Logistics"	Workshop	02.11.2023
ARIC	Participation of Estonian delegation in the international conference "Solutions-2023"	Workshop	6-8.09.2023
ARIC	High-level business delegation led by Senator Dr Melanie Leonhard, Minister for Economic Affairs and Innovation of the Free and Hanseatic City of Hamburg	Workshop	2-5.04.2024

EDIH Surveys

Annex 22. Survey on Innovation Ecosystem (German and English versions)

Please select the appropriate answer for each item:

	I agree	I partially agree	Undecided	I partially disagree	I don't agree	Not specified
The content of the service (presentations, showroom, networking opportunities) met my expectations.	○	○	○	○	○	○
The organizational framework (registration, invitation, procedure) met my expectations.	○	○	○	○	○	○
The event/service offers added value for my company/organization.	○	○	○	○	○	○
The service/event meets the needs of my company/organization.	○	○	○	○	○	○
During the event, I was able to make new contacts and build/expand our networks.	○	○	○	○	○	○

Annex 23. Survey on Skills and Training (German and English versions)

Draft ID: 624f3101-b92d-45df-ad96-160e00d1f18b
Date: 08/05/2024 13:23:55

EDIH Hamburg: Befragung zu *Skills und Training*-Formaten

Mit * markierte Felder sind Pflichtfelder.

Befragung zu Skills und Training-Formaten von EDIH4UrbanSAVE

Mit Ihrer Teilnahme ermöglichen Sie uns unsere Angebote auf Ihre Bedürfnisse anzupassen. Vielen Dank!

* An welchem Kurs (im Rahmen von EDIH) haben sie teilgenommen?

Kursbewertung

1

* Wo können wir besser werden?

* Was hat Ihnen besonders gut gefallen?

* Würden Sie diesen Kurs weiterempfehlen?
○ Ja
○ Nein

Allgemeines

* Wären Sie an einem Zertifikatskurs im Rahmen von EDIH interessiert?
○ Ja
○ Nein

* Zu welchen Themen wünschen Sie sich mehr Angebote von EDIH Hamburg:
☐ Digitalisierung
☐ Nachhaltigkeit
☐ Künstliche Intelligenz
☐ HPC
☐ Arbeit 4.0
☐ Vernetzung
☐ Wirtschaftlichkeit & Resilienz

Über Sie

* Zu welcher Branche gehört Ihr Unternehmen?
○ Handwerk
○ Produzierendes Gewerbe
○ Verkehr
○ Dienstleistungen
○ Gastgewerbe
○ Handel
○ Öffentliche Verwaltung
○ Logistik
○ sonstige

* Wieviele Mitarbeiter hat Ihr Unternehmen?
○ 1-9

3

Bitte wählen Sie die zutreffende Antwort für jeden Punkt aus:

	stimme zu	stimme teilweise zu	unentschlossen	stimme teilweise nicht zu	stimme nicht zu	keine Angabe
* Der Kurs trifft meinen (Weiterbildungs-) Bedarf.	○	○	○	○	○	○
* Der Kurs bietet Ansatzpunkte für mein Unternehmen.	○	○	○	○	○	○
* Der Inhalt des Kurses (Kursaufbau, Material, etc.) hat insgesamt meine Erwartungen erfüllt.	○	○	○	○	○	○
* Der organisatorische Rahmen (Anmeldung, Einladung, Ablauf, etc.) hat meine Erwartungen erfüllt.	○	○	○	○	○	○
* Es ausreichend Gelegenheit, Fragen zu stellen und sich mit anderen Teilnehmern auszutauschen.	○	○	○	○	○	○

○ 10-49
○ 50-249
○ 250-499

Vielen Dank für die Teilnahme an der Befragung!
Durch Ihr Feedback geben Sie uns die Möglichkeit unsere Angebote besser auf Ihre Bedürfnisse anzupassen.

Contact
stephanie.vonriegen@hitec-hamburg.de

Draft ID: ebce3ebd-fa61-4fc2-8065-1794c034a5b5
Date: 17/05/2024 12:10:10

EDIH Hamburg: Survey on skills and training formats

Fields marked with * are mandatory.

EDIH HAMBURG

Survey on skills and training formats of EDIH4UrbanSAVE

With your participation you enable us to adapt our offers to your needs. Thank you very much!

* Which course (as part of EDIH) did you take part in?

Course evaluation

Please select the appropriate answer for each item:

	I agree	I partially agree	undecided	partially disagree	I disagree	not specified
* The course meets my (further education) needs.	○	○	○	○	○	○
* The course offers starting points for my company.	○	○	○	○	○	○
* The content of the course (course structure, material, etc.) met my expectations overall.	○	○	○	○	○	○

* The organizational framework (registration, invitation, procedure, etc.) met my expectation	○	○	○	○	○	○
* There will be ample opportunity to ask questions and exchange ideas with other participants.	○	○	○	○	○	○

* Where can we improve?

* What did you particularly like?

* Would you recommend this course to others?
  ○ Yes
  ○ No

General information

* Would you be interested in an EDIH certificate course?
  ○ Yes
  ○ No

* On which topics would you like to see more offers from EDIH Hamburg?
  ☐ Digitization
  ☐ Sustainability
  ☐ Artificial intelligence
  ☐ HPC
  ☐ Work 4.0
  ☐ Networking
  ☐ Profitability & resilience

About you

* Which industry does your company belong to?
  ○ Craft
  ○ Manufacturing industry
  ○ Transportation
  ○ Services
  ○ Gastronomy
  ○ Trade
  ○ Public administration
  ○ Logistics
  ○ others

* How many employees does your company have?
  ○ 1-9
  ○ 10-49
  ○ 50-249
  ○ 250-499

Thank you for taking part in the survey!
Your feedback gives us the opportunity to better adapt our offers to your needs.

Contact

stephanie.vonriegen@hitec-hamburg.de

Annex 24. Survey on Test before invest (German and English versions)

Draft ID: 755df8bf-2c6b-4656-a2ea-4147a9ffaf16
Date: 08/05/2024 13:23:13

EDIH-Hamburg: Befragung zu *Test before invest*-Formaten

Mit * markierte Felder sind Pflichtfelder.

EDIH HAMBURG

Befragung für Test before Invest-Services im Rahmen von EDIH4UrbanSAVE

Mit Ihrer Teilnahme ermöglichen Sie uns unsere Angebote besser an Ihre Bedürfnisse anzupassen! Vielen Dank!

Welchen Service im Rahmen von Test before Invest haben Sie in Anspruch genommen?
- Nutzung und Zugang zu TechLabs
- Future-Tech Check-up
- Use Case Development
- Joint-Proof-of-Concept
- Experimente auf den EDIH-Servern (GPU-/CPU-Servern) *
- Agile Development Series

Wie lautet der Titel des Services den Sie in Anspruch genommen haben?

* Wie sind Sie auf den Service/das Angebot aufmerksam geworden?

Wenn Sie einen Proof-of-Concept- oder Use Case Development-Service in Anspruch genommen haben: Wie wollen Sie die Ergebnisse im Unternehmen/in der Organisation einsetzen?

Wo können wir besser werden?

Was hat Ihnen besonders gut gefallen?

Falls Sie Experimente auf der EDIH-Servern (CPU/GPU-Server) (*) durchgeführt haben, haben Sie dazu ein besonderes Feedback?

* Würden Sie den Service weiterempfehlen?
- Ja
- Nein

Zu welchen anderen Themen wünschen Sie sich Formate im Rahmen von EDIH?

Über Sie

* Zu welcher Branche gehört Ihr Unternehmen, Ihre Organisation?
- Handwerk
- Produzierendes Gewerbe
- Verkehr
- Dienstleistungen
- Gastgewerbe
- Handel
- Öffentliche Verwaltung / Public Service Organisation
- Logistik
- sonstige

* Wieviele Mitarbeiter hat Ihr Unternehmen, Ihre Organisation?
- 1-9
- 10-49
- 50-249
- 250-499
- 500-2999

4

Bitte wählen Sie die zutreffende Antwort für jeden Punkt aus:

	Ich stimme zu	Ich stimme teilweise zu	Unentschlossen	Ich stimme teilweise nicht zu	Ich stimme nicht zu	keine Angabe
Der Inhalt des Services (Material, Ergebnisse) hat meine Erwartungen erfüllt.	○	○	○	○	○	○
Der organisatorische Rahmen (Anmeldung, Einladung, Ablauf) hat meine Erwartungen erfüllt.	○	○	○	○	○	○
Es gab ausreichend Raum für Rückfragen.	○	○	○	○	○	○
Die Ergebnisse des Services bieten einen Mehrwert für mein Unternehmen/meine Organisation.	○	○	○	○	○	○
Der Service trifft den Bedarf meines Unternehmens/meiner Organisation.	○	○	○	○	○	○

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Date: 17/05/2024 12:36:33

EDIH-Hamburg: *Test before invest* formats

Fields marked with * are mandatory.

EDIH4UrbanSAVE Testing before Invest Services

Your participation will help us better adapt our offers to your needs! Thank you!

What service did you use during the test before Invest?
- ○ Use and access to TechLabs
- ○ Future tech check-up
- ○ Use Case Development
- ○ Joint proof of concept
- ○ Experiments on the EDIH servers (GPU/CPU servers) *
- ○ Agile Development Series

What is the title of the service you used?

* How did you draw your attention to the service/offer?

If you have used a Proof-of-Concept or Use Case Development Service:
How do you intend to use the results in the company/organisation?

Where can we do better?

What did you like particularly well?

If you carried out experiments on the EDIH servers (CPU/GPU server) (*), do you have any specific feedback?

* Would you recommend the service further?
- ○ Yes
- ○ No

On which other topics do you wish to have EDIH formats?

About you

* Which sector does your company, organisation belong to?
- ○ Handicraft
- ○ Manufacturing, production
- ○ Traffic
- ○ Services
- ○ Gastronomy
- ○ Trade
- ○ Public Administration/Public Service Organisation
- ○ Logistic
- ○ others

* How many employees does your company, organisation have?
- ○ 1-9
- ○ 10-49
- ○ 50-249
- ○ 250-499
- ○ 500-2999

Please select the appropriate answer for each point:

	I do agree	I partially agree;	Undecided	Somewhat disagree	I do not agree	not applicable
The content of the service (materials, results) met my expectations.	○	○	○	○	○	○
The organisational framework (registration, invitation, process) has met my expectations.	○	○	○	○	○	○
There was sufficient room for further information.	○	○	○	○	○	○
The results of the service provide added value to my company /organisation.	○	○	○	○	○	○
The service meets the needs of my company/organisation.	○	○	○	○	○	○

Annex 25. Survey on Support to find invest (German and English versions)

Draft ID: a98d4949-0131-4ed5-a7c8-6a6e482a43e8
Date: 08/05/2024 13:22:22

EDIH-Hamburg: Befragung zu Support-to-find-Invest-Formaten

Mit * markierte Felder sind Pflichtfelder.

EDIH HAMBURG

Befragung zu Support to find Invest im Rahmen von EDIH4UrbanSAVE

Mit Ihrer Teilnahme ermöglichen Sie uns unsere Angebote besser an Ihre Bedürfnisse anzupassen. Vielen Dank!

Welchen Service haben Sie in Anspruch genommen?
- ○ Project proposal writing/support
- ○ Consultation - Fit for Investment
- ○ Individual Funding and Investment Matching
- ○ International EDIH pitch day event

* An welchem Format von EDIH Hamburg haben Sie teilgenommen?

* Wie sind Sie auf das Angebot/den Service aufmerksam geworden?

I

* Haben Sie durch die Maßnahme Investitionen/Förderung bekommen?
- ○ Ja
- ○ Nein
- ○ Entscheidung steht noch aus

* Wo können wir besser werden?

* Was hat Ihnen besonders gut gefallen?

* Würden Sie das Angebot/den Service weiter empfehlen?
- ○ Ja
- ○ Nein

Über Sie

* Zu welcher Branche gehört Ihr Unternehmen/Ihre Organisation?
- ○ Handwerk
- ○ Produzierendes Gewerbe
- ○ Verkehr
- ○ Dienstleistungen
- ○ Gastgewerbe
- ○ Handel
- ○ Öffentliche Verwaltung /Public Service Organisation
- ○ Logistik
- ○ sonstiges

* Wieviele Mitarbeiter hat Ihr Unternehmen/Ihre Organisation?
- ☐ 1-9
- ☐ 10-49
- ☐ 50-249
- ☐ 250-499
- ☐ 500-2999
- ☐ 3000 oder größer

Vielen Dank für die Teilnahme an der Befragung!
Durch Ihr Feedback geben Sie uns die Möglichkeit unsere Angebote besser an Ihre Bedürfnisse anzupassen.

3

Bitte wählen Sie die zutreffende Antwort zu jedem Punkt aus.

	Ich stimme zu	Ich stimme teilweise zu	Unentschlossen	Ich stimme teilweise nicht zu	Ich stimme nicht zu	Keine Angabe
Der Inhalt des Services (Beratung, Feedback) hat meine Erwartungen erfüllt.	○	○	○	○	○	○
Der organisatorische Ablauf hat meine Erwartungen erfüllt.	○	○	○	○	○	○
Die Ergebnisse des Services bieten einen Mehrwert für mein Unternehmen.	○	○	○	○	○	○
Es gab ausreichend Möglichkeiten für Rückfragen.	○	○	○	○	○	○
Der Service trifft den Bedarf meines Unternehmens /meiner Organisation.	○	○	○	○	○	○

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Date: 17/05/2024 11:25:59

EDIH-Hamburg: Survey on support-to-find-invest formats

Fields marked with * are mandatory.

EDIH HAMBURG

Survey on Support to find Invest as part of EDIH4UrbanSAVE

With your participation you enable us to better adapt our offers to your needs. Thank you very much!

Which service did you use?
- ○ Project proposal writing/support
- ○ Consultation - Fit for Investment
- ○ Individual Funding and Investment Matching
- ○ International EDIH pitch day event

* Which EDIH Hamburg format did you take part

[   ]

* How did you become aware of the offer/service?

[   ]

* Did you receive investment/support as a result of the measure?
- ○ Yes
- ○ No
- ○ Decision still pending

* Where can we improve?

[   ]

* What did you particularly like?

[   ]

* Would you recommend the offer/service to others?
- ○ Yes
- ○ No

About you

* Which sector does your company/organization belong to?
- ○ Craft
- ○ Manufacturing industry
- ○ Transportation
- ○ Services
- ○ Gastronomy
- ○ Trade
- ○ Public Administration /Public Service Organization
- ○ Logistics
- ○ other

* How many employees does your organization have
- ☐ 1-9
- ☐ 10-49
- ☐ 50-249
- ☐ 250-499
- ☐ 500-2999
- ☐ 3000 or larger

Thank you for taking part in the survey!
Your feedback gives us the opportunity to better adapt our offers to your needs.

Please select the appropriate answer for each point.

	I agree	I partially agree	undecided	I partially disagree	I do not agree	Not specified
The content of the service (advice, feedback) met my expectations.	○	○	○	○	○	○
The organizational process met my expectations.	○	○	○	○	○	○
The results of the service offer added value for my company.	○	○	○	○	○	○
There were plenty of opportunities to ask questions.	○	○	○	○	○	○
The service meets the needs of my company/organization.	○	○	○	○	○	○

Annex 26. Survey on needs assessment for Skills and Training (German and English versions).

Draft ID: 6363a68a-5f85-42df-8d3d-c06d6e571bcf
Date: 17/05/2024 12:15:37

Needs Assessment skills and training AI formats as part of EDIH-Hamburg

Fields marked with * are mandatory.

OEDIH HAMBURG

Thank you for participating in the survey to determine course requirements as part of EDIHHamburg.

Target group

Do you already have experience in dealing with artificial intelligence?
- ○ Yes
- ○ No

* How would you rate your current level of knowledge in the field of artificial intelligence, on a scale o scale from 1 to 5, where 1 represents a beginner level and 5 a very advanced level?
Only values between 1 and 5 are allowed

Topics

* What specific skills or knowledge would you like to acquire?

* Which topics or aspects relating to artificial intelligence interest you the most?

Formats

Single Choice Question
- ○ Short, intensive course: 1 to 3 weeks, with intensive sessions every day or several times a week.
- ○ Medium-term course: 4 to 8 weeks, lessons take place once or twice a week.
- ○ Longer course with less workload: 3 to 6 months, lessons take place once or several times a month times a month.
- ○ Flexible schedule: Learning is divided into modules, which allows participants to progress at their ownprogress at their own pace until they complete tasks and receive a certificate.

Which type of course do you prefer?
- ○ online
- ○ in presence
- ○ hybrid

Ranking Question
Use drag&drop or the up/down buttons to change the order or accept the initial order.

| ⠿ Application examples |
| ⠿ Demonstrators |
| ⠿ Practical exercises |
| ⠿ Theoretical basics |

Thank you for participating in this survey! Your feedback will enable us to better adapt the EDIHHar better meet your needs.

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Contact
Contact Form

Glossary

Notions defined in this glossary are specific for this document only.

Notion	Meaning
ADCH	AI, Digitisation, Cybersecurity, and HPC
AI	Artificial Intelligence
ARIC	Artificial Intelligence Center Hamburg
COP	Communities of Practice
DigiHub	Digital Hub Logistics GmbH
DTA	Digital Transformation Accelerator
EDIH	European Digital Innovation Hub
EDIH4UrbanSAVE	European Digital Innovation Hub for urban interconnected supply and value Ecosystems
EEN	Enterprise Europe Network
EU	European Union
GA	Grant Agreement
HAW	Hochschule fuer angewandte Wissenschaften
HITeC	Hamburger Informatik Technologie-Center
HPC	High-Performance Computing
HWK	Handwerkskammer Hamburg
IEN	Innovation Ecosystem and Networking
IoT	Internet of Things
MDZ	Mittelstand-Digital Zentrum
OECD	Organisation for Economic Co-operation and Development
PPP	Public Private Partnership
PSO	Public Sector Organisation
SDG	Sustainable Development Goal
SME	Small and Medium Enterprises
ST	Skills and Training
TBI	Test before invest
TUHH	Technische Universitaet Hamburg
UN	United Nations