For a better world.
Competence and Efficacy in Research Policy Advice Network Co-ordination

## A ZSI Profile
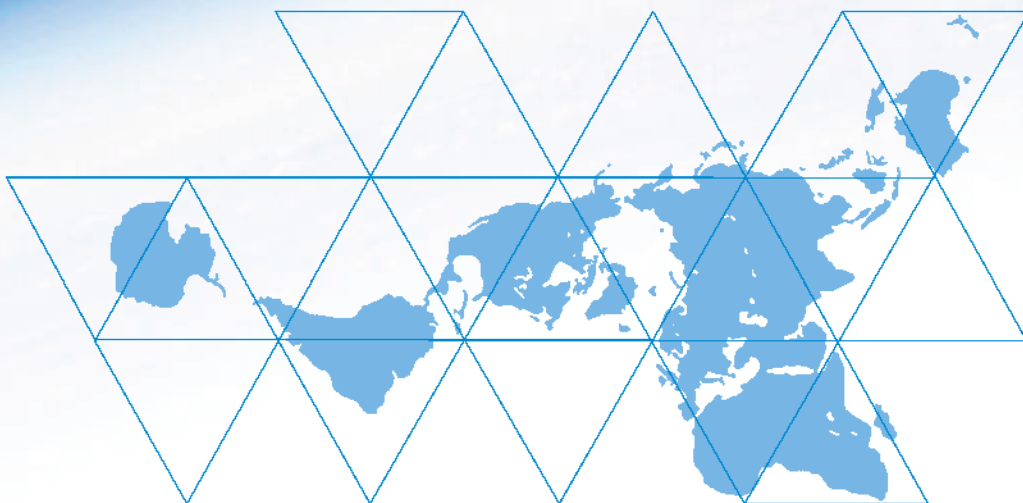
The profile at hand has been produced
on the occasion of the 15th anniversary of the
establishment of the Centre for Social Innovation
(Zentrum für Soziale Innovation - ZSI).

It is published in English in order to provide information
for a wider range of readers in international science, public and
private institutions, partner organisations and clients who
already work with us or might become interested
to do so in the future.
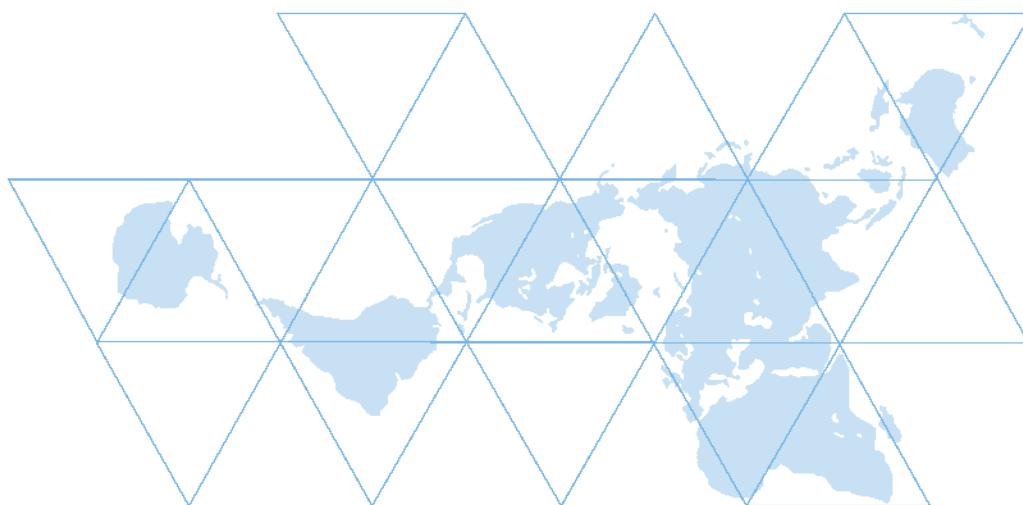
Michael Häupl
Mayor of the City of Vienna

As a biologist at the Museum of Natural History in Vienna, as a member of the Vienna City Council, as Executive City Councillor for Environmental Affairs and as the Mayor of Vienna, science has always been one of my central points of focus for analysis, interpretation and identification. In my opinion we can only solve local, regional, national and global problems with the support of excellent research, rooted both in quality and ethical footing.

Throughout history, Vienna has generated distinguished scientific achievements that have significantly expanded and improved our knowledge of the world and our possibilities to shape it for the benefit of humankind. Currently we are confronted with the task of improving the scope and structure of research systems, requiring joint efforts with universities and research organisations based in Vienna. The key to meeting this challenge is a supportive policy designed to encourage and preserve quality, to introduce novel concepts, incentives and synergies. Such measures are crucial requisites to sustain and improve the high living standards, as well as the attractive business location of Vienna.

Science is a quest driven by the curiosity and persistence of scientists searching for new explanations and approaches to make human life easier, better and socially balanced. Science and research offer adequate and creative methods to overcome difficulties embodied in the material as well as in the social environment. The keyword for success in science is innovation. Vienna has designed a variety of instruments for the funding of innovative science. By research and a variety of applicable services the Centre for Social Innovation (ZSI) certainly provides assistance to relevant future developments.

In this spirit, we congratulate the ZSI on its achievements and send our best wishes for the next fifteen years.

Preface

Vision

ZSI is an autonomous, politically
independent scientific centre for
social innovation acknowledged
all over Europe.

It supports an open society
founded upon the principles of
democracy and solidarity.

We, the employees of ZSI, represent a
multi-functional social scientific research
institute aiming at closing existing gaps between
the needs and potentials of a modern
Knowledge and Information Society.

This is achieved by innovative
practice of research, network co-ordination,
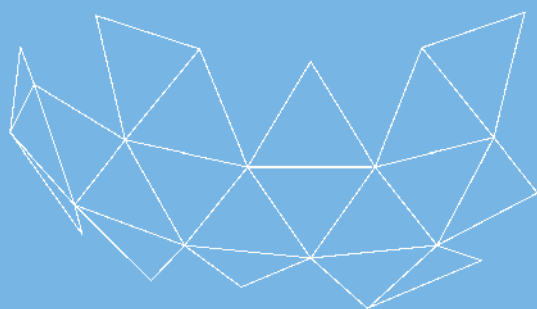education and policy advice.

Mission

Contents

Imagine you are a student, you believe in science and
want to change the world. People may say you are a dreamer,
but you are not the only one …

However, while studying horizons widen and expectations modify
because in science the truth as well as practical benefits seem to vanish
in the distance. You learn about the epistemological principle that scientific
theories and methods never prove the truth positively. There is no confirmation
provided by new data that will supply ample verification. Scientific evidence
requires testing in transparent processes, open to render research hypothesis
as wrong. The kind of Sisyphean task of science is to search for the proof of
assumptions until falsification, only to begin anew at aiming to get closer
to the truth or problem solving. The biggest achievement appears to be
the so-called scientific breakthrough – a discovery offering options to
reach out for further research and relevant applications.

Imagine you have learned your lesson, concluded your studies
in social sciences and you are eager to apply critical knowledge and
scientific skills in research and professional practice.
You may hope that the substance of social sciences and research
will have an impact on decision-making concerning social issues.

Imagine, common sense seems to establish the fact that
science, research and application of knowledge are kept
separately in different vocational and institutional compounds.
In addition social sciences – and sociology in particular – often are
regarded as comprising rather obscure theories, inappropriate to
develop tools and instruments for practice.
But day-by-day social scientific facts, figures, terms and
conclusions constitute social knowledge in public institutions,
private businesses, NGOs, the media etc.

The dream breaks off, you wake up and feel alone.

What are you going to do?

A fuzzy idea may emerge to create something that is as important
as technological and industrial innovation. You name it 'social innovation'
and promote the concept of a 'Centre for Social Innovation'. It should
receive attention and support comparable to business incubators. Modernity,
and even more so 'post-modern' modernisation, not only depends on develop-
ments in technology and industry. Social components of such processes should nei-
ther be neglected nor underestimated.

However, the applause you earn does not make an organisation. Thus, after years of
attempts you decide to test your pie: 'The proof is in the eating'.

An astonishing number of co-workers embark on the endeavour to establish a balance
between the ivory tower and commercialisation, giving birth to a new vision of social science
embedded in social practices. You are not alone anymore.
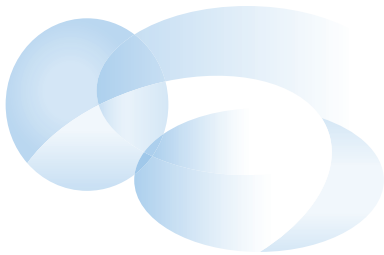
2005   Living the vision of thematic leadership in social innovation
2000   Maturing structures and functions
1995   Pioneering organisational growth
1990   Seeds without seed money
1988   Promotion of the idea, seeking institutional alliances

Klaus Schuch
Business Manager

Josef Hochgerner
Scientific Manager

Success is a Stepping Stone for Future Work

A remarkable record of achievements can be traced from the first outset until today after 15 years of developing and improving the conception of social innovation practices of research and application of results in trans-disciplinary work processes. The present organisation consists of 40 employees and has strong ties in national and international networks. Of all collaborative arrangements contributing to our success we want to highlight one in particular: The support provided over ten years of co-operation by the University of Natural Resources and Applied Life Sciences (BOKU), Vienna, resulting in a framework agreement to affiliate ZSI as an associated institute of the university.

However, there is no reason to lean back and continue business as usual. Improved competence and a larger capacity widen domains of potential activities, requiring careful organisational development and profiling. This raises expectations concerning accountability as well as the range and depth of impact.

Social innovation will never become an exhausted target area of research and social development. Contemporary and future developments of society will open foreseen and unforeseen gaps revealing potential and impediments. Inequality remains the key issue in new constellations. Why do societies with growing economic wealth provide less additional social benefits for their members? On the contrary they tend to expand the rift between those, who have and those who have not. The socially excluded are kept away from becoming included. Labour is said to be the most relevant social clay, but as unemployment increases, so does poverty.

The critical task is, and continues to be, identifying gaps. The contribution through research and the implimentation of innovative practices (in the form of a 'science-application spiral') counter the socio-economic polarisation or other trends that get in the way of societal advancement.

Social innovation – in behaviour, institutional development and management of organisations – makes a difference.

To this aim the Centre for Social Innovation has become a 'Social Profit Organisation': Social 'profit' is being delivered by analysis, facilitation and diffusion of social innovations. ZSI offers scientific quality, networking competence, education, training, and advisory services to public and civil society bodies. The core topics and project clusters of ZSI: employment and equal opportunities, technology and knowledge (units), eLearning, international RTD co-operation and migration (project clusters), reflect socially relevant areas in research and application of evidence-based knowledge.

schuch@zsi.at
science and technology policy,
international and European RTD programmes,
knowledge economy

hochgerner@zsi.at
sociology, technology assessment,
Europe in the knowledge based
Information Society

The Idea

Social Innovation Matters

Innovation is as essential for social change and processes of social development, as it is for economic growth and technological development. In a society that is based on knowledge and information, the creation of value added requires new ways of producing knowledge and advanced science in innovation. Thus, the concept of innovation denotes more than new products and processes in industry. Increasingly it is extending to the social sphere. The need for social innovation emerges, concomitantly or as preparatory measures, the deeper the potential social impact of new technology is. Consequently, a current EU report (Foresight on Information Society Technologies in the European Research Area) ranks 'social and institutional innovations' first among actions required for effective and beneficial development of IST in Europe (http://les.man.ac.uk/prest/fistera/delphi/).

ZSI comprehends social innovations as part of social change and social reforms. Social innovations provide procedures, regulations, life styles which are embedded in organisations or institutions that are capable of solving socially relevant issues more efficiently than previous attempts have shown. Social science may be involved to analyse and guide such techniques and processes. The association between research and practical support of social innovation makes ZSI a unique establishment.

Knut Consemüller
Chairman of the Austrian Council
for Research and Technology Development

The Austrian Council for Research and Technology Development advises the government in all matters related to research, technology and innovation, including humanities, social and cultural sciences. As chairman of the Austrian Council I came to know ZSI as a very competent non-university research and consulting institute, and its director, Dr. Josef Hochgerner, as a very committed social scientist. The expertise of ZSI very much supported and enriched the work of the Council Working Group on humanities, social and cultural sciences that successfully prepared the council recommendations of September 2003. Social and organisational innovations are necessary and important in our society, ZSI is highly qualified to contribute to this task. I express my thanks to Dr. Hochgerner for the fruitful co-operation during the past years and I wish him and his team all the best for their future work!

Helga Nowotny
Chair, European Research
Advisory Board of the European
Commission (EURAB)

The capacity to aspire: innovation is a social process. Innovation is usually linked to technology – yet without social innovation neither its inception, realisation or diffusion would occur. May the ZSI continue to innovate.

:Statement

The Unit of Technology and Knowledge

unit 1.0

Technology and Knowledge

Michael Ornetzeder
Head of Unit

Barbara Kieslinger
Head of Unit

'Technology is neither good nor bad, nor is it neutral'

Melvin Kranzberg

The inspiring impetus for our work in the area 'Technology and Knowledge' is the social embedding of technology. Technology and social institutions are mutually shaped and jointly created in a process of co-evolution. Therefore, we look at the social conditions and societal implications related to technical innovation and the creation of knowledge in social networks and identify potential sustainable innovation processes.

Our multi-disciplinary team deals with projects involving scientific methods at different levels and stages, from basic research to application oriented evaluation and monitoring, from networking and knowledge transfer to policy advice. Covering a range of scientific approaches, we deliver high quality results according to the requirements of our project clients.

Our portfolio includes:

- studies and consulting services regarding educational and research policies, technology and science developments
- evaluation and monitoring of political instruments, programmes and projects
- sociological and interdisciplinary studies regarding the development, diffusion, and the effects of technological innovations on society
- development and application of methods for participatory technology assessment and user oriented technology development
- development and co-ordination of regional and thematic knowledge networks and social networks using virtual platforms
- consulting and support of organisations in implementing ICT especially for technology enhanced learning and knowledge management
- designing and organising specifically targeted workshops, symposia and conferences

Core topics of interest are:

Science & Technology studies and kowledge economics: international knowledge and know-how transfer, scientific exchange and regional co-operations between Austria and the Western Balkan, analysis of the innovation systems and potential.

Technology Enhanced Learning: advanced pedagogical models for technology supported learning with a focus on constructivist learning theories and the concept of social instruction, new concepts for qualification frameworks for eSkills and media literacy.

Technology, participation and sustainability: new forms of technology assessment, advancement of participatory-technology development, follow-up on technological developments with regard to their sustainability and the acceptance of users.

Our portfolio

Core topics of interest

ornetzeder@zsi.at

social shaping and diffusion of
technology, new forms of technology
assessment, sustainable development

kieslinger@zsi.at

technology enhanced learning,
international research management,
social networks

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IS2WEB www.is2web.org

Extending Information Society
Networks to the Western Balkan Region

IS2WEB

The present situation in the Western Balkans is characterised by the fact that for the first time organisations from these countries are able to participate in EC-funded research projects through a number of financially supported possibilities. However, in order to make use of these possibilities the research communities of the region first have to become aware of the new opportunities and secondly to be advised on how to take part actively. At present, research communities in the region are not sufficiently aware of the opportunities offered by the IST RTD programme and often lack the necessary know-how on how to participate actively.

Experience has shown that providing information on FP's possibilities as the only activity is not very successful. With respect to the findings of the IDEAL-IST survey on 'How research project co-ordinators choose partners for IST proposals' (approximately 75% are known from previous collaborations or are introduced by other consortium members) it is important to identify those organisations with high potential to become partners in EU IST projects. Ideally these organisations should have a potential to act as a 'door opener' for other research institutes in their countries.

Consequently, IS2WEB concentrates on focused training/mentoring for a limited number of promising organisations/research institutes, which are identified through a thorough mapping of Western Balkan research organisations operating in the IST area. Complementing activities to facilitate networking will allow these organisations to exchange ideas and pursue joint research collaboration with EU counterparts.

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Carmen Siller
siller@zsi.at

Southeast Europe,
Information Society
Technologies,
networking

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SEE Innovation www.see-innovation.org

Facilitating Innovation for
ICT SMEs in South Eastern Europe

SEE Innovation

SEE Innovation is a sister project of IS2WEB, however, targeting the audience of small and medium-sized enterprises: SMEs and a wider geographical area (South Eastern Europe: four Western Balkan countries – Albania, the former Yugoslav Republic of Macedonia, Croatia and Serbia-Montenegro – as well as Bulgaria, Romania, Turkey and Greece).

Instead of addressing all SMEs operating in the area of Information and Communication Technologies (ICT) in Southeast Europe, SEE Innovation will identify, through a survey, a specific group of companies that show a high degree of innovative and research potential. These constitute the target group of further activities of the project.

In the framework of Mentoring Workshops SMEs and SME groupings will be informed on the funding opportunities offered by the EU Framework Programme (FP) and how they should proceed in order to secure funding for their research and innovative ideas. Then, by participating in Know-how transfer events they will get useful information on the current trends in specific areas in the Information Society environment as well as on the ongoing related research activities. Finally, through the participation in networking activities, they will have the opportunity to meet other key players from the research community and pursue joint research initiatives. In addition, SEE-Innovation partners will actively support those ICT SMEs and SME groups that demonstrate strong innovative potential to transform their research idea to a successful research project by providing individual Partnership Coaching.

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SEE-ERA.NET www.see-era.net

Integrating and Strengthening the European Research Area in Southeast Europe

Peter B. Mayr
pmayr@zsi.at

ERA-Net co-ordinator,
Southeast European
RTD collaboration,
EU higher education
programmes

Florian Gruber
gruber@zsi.at

Southeast Europe,
social and cultural
anthropology, networking

Based on the European Union's Framework Programme for Research and Technological Development, SEE-ERA.NET is committed to the networking of research activities within national, bilateral and regional programmes throughout Europe, especially Southeast Europe. Its main objective is to explore and exploit synergies among bilateral S&T agreements of partner countries.

The network conducts its work primarily through data analyses, exchange of best practice, strategic planning and research programme co-ordination at meetings, workshops and conferences. These measures will enable the implementation of joint initiatives and finally result in a multilateral call for research proposals in 2008, open to researchers from participating SEE-ERA.NET partner countries. In this way, SEE-ERA.NET will have made an essential contribution to the realisation of the European Research Area.

The objectives of SEE-ERA.NET are

- to enhance research co-operation in Europe by fostering integration of Southeast Europe into the growing European Research Area
- to add value to existing bilateral S&T agreements through multilateral co-ordination
- to improve interregional research co-operation following the principles of the stabilisation and association process in Southeast Europe
- to contribute to the 'EU-Balkan countries Action Plan in Science & Technology' adopted at the Thessaloniki Ministerial Conference in 2003

These objectives will be met through

- systematic exchange and dissemination of information and best practice models on bilateral RTD activities contributing to a sound understanding of research systems and policy approaches in the SEE-ERA.NET partner countries
- needs analyses from scientists' point of view, RTD organisations as well as policy makers in the target countries, concentrating on international RTD co-operation
- supporting of the policy dialogue on ERA-integration of countries referred to as Western Balkan countries and related awareness raising activities in the European Union
- identification of complementary approaches followed by the implementation of joint instruments and initiatives, including a joint evaluators database and a joint call for research proposals in 2008.

These efforts will lead to the identification of opportunities for enhanced ERA-integration in order to develop and implement joint strategic research activities and policy recommendations besides contributing to economic growth in the target region.

The Project partners of SEE-ERA.NET are a consortium of 15 institutions from 12 European countries. The consortium consists of ministries and agencies from (in alphabetical order)

- Austria
- Bosnia and Herzegovina
- Bulgaria
- Croatia
- France
- Germany
- Greece
- Hungary
- the former Yugoslav Republic of Macedonia
- Montenegro
- Romania
- Slovenia

and is financed by the European Commission.

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3 February 2005, Brussels

Conference 'Participation of Western Balkan countries in EU RTD-Framework Programmes'

Klaus Schuch presenting SEE-ERA.net to the European Parliament
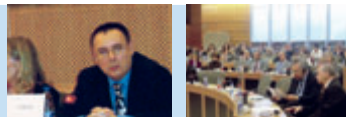
:Event

Emil Brix

Director General for Cultural Policies in the
Austrian Ministry for Foreign Affairs
Secretary General of the Austrian Research Association

Making Social Sciences Matter

The idea that led to the founding of ZSI - Centre for Social Innovation was simple and attractive. European countries possess excellent social-scientific research capacities but there is a growing gap between research and application. Thus, the mission of the centre to systematically bridge the gap between 'knowledge generation and knowledge application processes' is a highly valuable contribution to European innovation efforts. As Director General for Cultural Policies in the Austrian Ministry for Foreign Affairs and Secretary General of the Austrian Research Association I congratulate the Centre to 15 years of successful and competent work in the European innovation market. ZSI have rightfully acquired an excellent reputation from Austrian government institutions. Their project work in implementing, monitoring and evaluating programmes in south-eastern Europe has been highly appreciated. Their expertise in multilateral R&D programme management with and for the Balkan countries substantially further European integration processes.
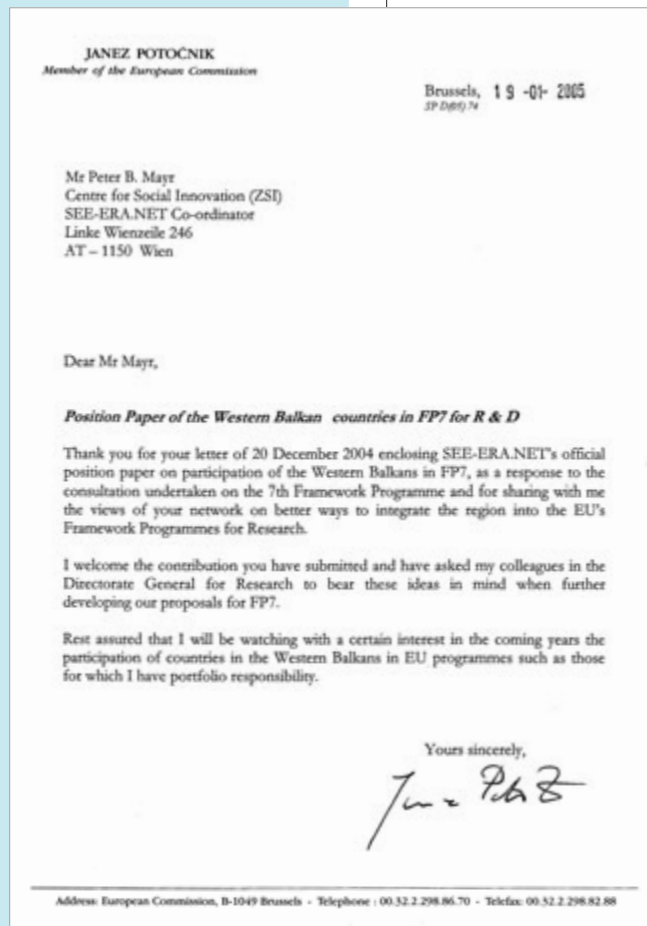
Anneliese Stoklaska

Head of Division VI/6, Austrian Federal Ministry of
Education, Science and Culture

ZSI on the Walk of Fame

I got to know ZSI through Klaus Schuch with whom I had worked successfully while he was employed for BIT. Since then several years have elapsed during which ZSI has become renowned in Austria and Europe for consultancy, project management and the development of strategies in the field of 'International Research Activities'. ZSI acts in a friendly and enjoyable unspectacular demeanour, but with highest expertise as an interface between the EU commission, ministries, research organisations and individuals. They never project an image of being more professional than their contractors and co-operating partners but repeatedly convince through their creative approach and flexibility. To name projects, studies and events, which ZSI has lead or co-operated in, is unnecessary at this point, for since the co-ordination of the 'Southeast European ERA.Net' project ZSI is unstoppable on its walk of fame.

JANEZ POTOČNIK
Member of the European Commission

Brussels, 19-01-2005
SP D(05) 74

Mr Peter B. Mayr
Centre for Social Innovation (ZSI)
SEE-ERA.NET Co-ordinator
Linke Wienzeile 246
AT – 1150 Wien

Dear Mr Mayr,

Position Paper of the Western Balkan countries in FP7 for R & D

Thank you for your letter of 20 December 2004 enclosing SEE-ERA.NET's official position paper on participation of the Western Balkans in FP7, as a response to the consultation undertaken on the 7th Framework Programme and for sharing with me the views of your network on better ways to integrate the region into the EU's Framework Programmes for Research.

I welcome the contribution you have submitted and have asked my colleagues in the Directorate General for Research to bear these ideas in mind when further developing our proposals for FP7.

Rest assured that I will be watching with a certain interest in the coming years the participation of countries in the Western Balkans in EU programmes such as those for which I have portfolio responsibility.

Yours sincerely,

Address: European Commission, B-1049 Brussels - Telephone : 00.32.2.298.86.70 - Telefax: 00.32.2.298.82.88

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:Reference Publications

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Monitoring
and Evaluation

ZSI has a long-lasting tradition in monitoring and evaluation. Most recent evaluation projects of ZSI include inter alia:

- evaluation of the STRAPAMO-(Strategic RTD Partnerships with Central and Eastern Europe)-programme of the Austrian Ministry for Economic Affairs and Labour,
- evaluation of the INTAS-Programme of DG Research designed to support S&T co-operation between scientists from the new independent states of the former Soviet Union with European scientists
- monitoring of ESF (European Social Fund)-projects co-financed by the Austrian Ministry of Education, Science and Culture during 2001 and 2004
- evaluation of the Local Agenda 21 on behalf of the City of Vienna and many more

One of ZSI's major monitoring and evaluation traditions is connected with the Austrian Co-operation with Eastern Europe. Since 1995 the ZSI supplies the following activities and services in this respect:

Andrea Christiane Mayr
mayr@zsi.at

scientific co-operation, science, education and technology policy, evaluation and monitoring of projects and programmes

1. Science based research in order to identify programmatic priorities for future co-operation projects to be funded under the umbrella of the Austrian Co-operation with Eastern Europe. Programmatic core activities include priority setting in the fields of 'education' and 'labour market and social policy'. Educational programming reports for Albania, Bosnia-Herzegovina, FYR of Macedonia and Kosovo have been elaborated under these activities.

2. Studies to assess the feasibility of certain projects, such as the establishment of a full-fledged university library in the north-Albanian town of Shkoder.

3. Identification of specific project needs as well as development of terms of reference for projects to be implemented by third parties that are identified on basis of public calls for tender. The development of the basic concept as well as the terms of reference to establish a business-start-up-centre at the University of Tuzla in Bosnia-Herzegovina might serve as an example for this activity.

4. Delivery of public calls for tender by order of the Austrian Development Agency on behalf of the final beneficiary from Southeast Europe (usually a university, NGO or semi-public authority). This service includes the technical and financial evaluation of the submitted offers as well as the best-bid recommendation.

5. Ex-ante evaluation of project proposals which did not undergo a public call for tender procedure. In this case, recommendations for improvements are delivered. The manifold project proposals of KulturKontakt Austria and World University Service (WUS)-Austria carried out all over the so called Western Balkan Countries have been continuously assessed under this procedure.

6. Monitoring of more than three dozen projects of the Austrian Co-operation with Eastern Europe as well as projects funded under the Stability Pact for South Eastern Europe, especially from the field of vocational

Ingrid Sager

Head of Austrian Co-operation with Eastern Europe
Austrian Ministry for Foreign Affairs

Austrian Co-operation with Eastern Europe relies on ZSI expertise

From the very beginning, education has been one of the priorities of the Austrian Co-operation with Eastern Europe. Professional project management needs professional monitoring and evaluation. Looking for a partner with profound expertise in managing international educational projects we teamed up with ZSI - and have worked together in the field of Monitoring and Evaluation of educational projects in Southeast Europe ever since. Expertise in a broad variety of fields such as university reforms, state of the art e-learning-programmes and business-start-up-centres for university graduates makes ZSI a valuable partner for us, in supporting Southeast Europe's efforts to modernise their educational systems.

: Statement

and higher education. Our monitoring ranges from the technical assessment of project progress to timely interventions in order to improve or redirect project development processes.

7. Ex-post evaluation of projects such as the evaluation of the WUS-Austria projects which deal with development and didactical improvements of higher education courses, the brain gain programme aimed to re-integrate emigrated scientists from former (civil) war regions, eLearning initiatives etc.

8. Continuos policy advice for the Austrian Development Agency as regards thematic ad-hoc inquiries which fit into the competencies of the ZSI as well as information transfer on current research findings.

All these services are executed by the relevant experts of ZSI who have long-standing experience in monitoring and evaluation. Exceptionally, also external know-how providers are incorporated into our monitoring and evaluation activities in order to enlarge our stock of contextual knowledge.

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Ina Wagner
Professor of Multidisciplinary Design and CSCW Computer-Supported Co-operative Work at Vienna University of Technology

Looking at Technology Use and Usefulness

I have known ZSI from the very beginning. The idea to focus a research institute on 'social innovation' seemed very attractive to me. Over the years ZSI has acquired unique competence in understanding how technology is conceptualised, built and marketed and how people implement it. This offers new opportunities for doing things about the cumbersome, stressful and unpleasant aspects of life.

A particular relevant issue tackled by ZSI is how to help people organise this appropriation process for their organisations and/or region. This requires and allows combining research with more practical concerns in order to integrate technology into people's lives. Given that so much technology fails (for example in IT), there is a tremendous need for institutions that bring substantive and theoretical scholarship into research at the highest level in social innovation.

: Statement

RTD in SEE

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Priorities in Research and Development in Southeast Europe

The discussion about the enlargement of the European Union is about to shift from Eastern Europe to the countries in the Southeast of the continent. Bulgaria and Romania are to become members soon, negotiations with Croatia are about to start, Albania, Bosnia and Herzegovina, FYR of Macedonia, Serbia and Montenegro still have longer ways to go.

The sector of science and technology as input for innovation, economic growth and stability has a strategically important potential, which is still widely neglected in the region. Especially in view of some general deficits of other economically exploitable resources, such as a strong inherited capital stock or natural resources in form of energy reserves, tourism capacities or agricultural 'cash crops' this can be seen as a missed chance.

The identification and critical assessment of the potential of the national systems of innovation in Southeast Europe – the relevant institutions, national strategies, expenditures for R&D in different sectors, human capital, etc. – could help stakeholders in Austria as well as in Europe to come up with a strategy of networking and integration for this region. This comprehensive study of the priorities in R&D in Southeast Europe will fill in the evident blank and include an assessment of the current state and future prospects of collaboration policies in S&T as an important part.

The project is carried out by ZSI in co-operation with ARC Systems Research and the Vienna University of Economics and Business Administration under the auspices of the Austrian Society for the Promotion of Science. The results will be available in the form of a publication indicating and reflecting available statistical data on R&D input and output, document analysis as well as expert interviews carried out with major regional stakeholders.

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Elke Dall
dall@zsi.at

social innovation
in research and
innovation policy

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ASO www.aso.zsi.at

Austrian Science and Research Liaison Offices in Brno, Ljubljana and Sofia

Miroslav Polzer
polzer@zsi.at

international scientific
co-operation, EU-integration,
development co-operation,
ethnic minorities

ASO LJUBLJANA
AUSTRIAN SCIENCE AND RESEARCH
LIAISON OFFICE LJUBLJANA

Martin Felix Gajdusek
aso-sofia@dmail.zsi.at

scientific co-operation
in Austria and
Southeast Europe

ASO SOFIA
AUSTRIAN SCIENCE AND RESEARCH
LIAISON OFFICE SOFIA

Irena Cornejová
aso-brno@zsi.at

science co-operation
between
Austria and the
Czech Republic

ASO BRNO
AUSTRIAN SCIENCE AND RESEARCH
LIAISON OFFICE BRNO

The Austrian Science and Research Liaison Offices (ASOs) aim at intensifying scientific co-operation between Austria and the host countries. They are operated on behalf of the Austrian Federal Ministry of Education, Science and Culture (bm:bwk). Since 2004, the Centre for Social Innovation (ZSI) is co-ordinating the ASO Sofia in Bulgaria, the ASO Ljubljana in Slovenia as well as the ASO in Brno, Czech Republic.

Tasks of the ASOs:

1. Support for research scientists:
   - services and consultation by the ASO-network Brno, Ljubljana, Sofia and Vienna
   - financial, administrative and/or consulting contribution to partnering activities, to the organisation of workshops and public relation activities
   - organisation of scientific conferences, workshops, lectures etc.
   - annual call for proposals to support RTD co-operation
   - support for preparatory and start-up activities for joint research projects
   - financial support and participation in editorial work on publications
   - networking with other relevant activities emanating from regional or European initiatives and programmes

2. Policy advice for the bm:bwk concerning science and research developments of the host countries and other Southeast European countries.

3. The ASO Ljubljana and ASO Sofia focus in particular on annual thematic priorities. They are defined jointly by the ASOs in co-operation with the co-ordination office ZSI and the bm:bwk. The topic of the year 2005 was 'Governance – Civil Society – Knowledge Society'.

4. The ASO Ljubljana and ASO Sofia support the new science policy of the bm:bwk in Southeast Europe aiming to bring Albania, Bosnia and Herzegovina, Croatia, FYR of Macedonia, Serbia and Montenegro and the associated countries Romania and Bulgaria closer to the European Research Area. The ASOs calls for proposals explicitly support RTD projects between Austria, Bulgaria, Romania, Slovenia and the so-called Western Balkan Countries.

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Barbara Weitgruber

Austrian Federal Ministry of Education, Science and Culture
Vice-Chair of the Task Force Education and Youth of the Stability Pact for South Eastern Europe

ZSI – a European Player in Social Sciences and International Co-operation

Over the past years I have witnessed ZSI being one of the nationally and internationally highly successful Austrian research institutes in socio-economic research. What impressed me most was the high-quality performance combined with their enthusiasm and commitment without losing sight of practical implications. In international co-operation, the clear understanding of the specific needs of higher education and research in Southeast Europe has made ZSI a think tank and a nationally and internationally successful co-ordinator of programmes/projects, support and monitoring activities. By enhancing the scientific knowledge base, strategically promoting young scientists and women and intensifying international co-operation ZSI thus contributes to the creation of the European Knowledge and Innovation Area.

:Statement

Hubert Dürrstein

Rector of the University of
Natural Resources and Applied
Life Sciences (BOKU), Vienna

Interdisciplinary Research and Beyond

The university focuses on renewable resources that are a
prerequisite for human existence. The foremost aim of BOKU is to make
decisive contributions to the well-being of future generations, seeking ways of
ensuring a sustainable and environmentally sound management of
natural resources by allying the competencies of natural,
engineering, economic and social sciences. In this regard I am happy to
have a strong partner in applied social sciences. Utilising extended legal options provided by
the University Act of 2002, BOKU and ZSI agreed upon a private contract to establish the
Centre for Social Innovation as an associated institute of the university. This makes BOKU
partner in a number of relevant European projects in the area of e-Learning and other
research projects were social sciences are crucial for inter- and trans-disciplinary research.
In years to come, the co-operation will lead the way to innovations in teaching,
learning and implementation of research, as the challenges between the
sensitive interrelations of society and technology require.

:Statement

ERA www.era.gv.at

< P 17 >

Information, Communication and Strategy Development for the European Research Area

www.era.gv.at provides an internet-based information and networking platform that aims at supporting the preparation and implementation of the European Research Area and the EU-Framework Programmes for RTD in Austria.

The idea of the European Research Area and later on the proposal for the 6th Framework Programme for RTD, as its most important instrument for implementation, were presented by the European Commission in the years 2000/2001. These new concepts broke with the past and brought substantial changes for the national RTD system. New instruments (Integrated Projects, Networks of Excellence, ERA-NETs) were introduced and caused new demands on capacities and infrastructures, especially for smaller countries like Austria.

To cope with these challenges a comprehensive information and communication system for all stakeholders in Austria involved in European research was needed. Therefore the Austrian Federal Ministry for Education, Science and Culture authorised ZSI to elaborate a specific information and communication tool which should contribute to a successful participation of Austria in the EU-Framework Programmes of RTD and a further integration of Austrian research activities in the European Research Area by

- dissemination of information material
- supporting the national discussion processes and strategy-building activities
- networking of actors working in the context of European research.

After a 4 year period www.era.gv.at is well established and became an essential tool for co-ordinating European research policy in Austria.

< / P 17 >

Ingeborg Schachner-Nedherer
ingeborg.schachner-nedherer
@bmbwk.gv.at

European research policy,
co-ordination of national
research activities,
international co-operation
in inter- and transdisciplinary
research

< P 18 >

LA 21

Evaluation of the Local Agenda 21 in Vienna

Lokale Agenda 21 Wien

Judith Feichtinger
feichtinger@zsi.at

sustainable development,
citizen participation,
environment policy

The concept of Local Agenda 21 (LA21) was adopted in 1992 at the United Nations Conference on Environment and Development, held in Rio de Janeiro. LA21 aims at fostering sustainable development in cities and communities. Vienna's LA21 started in 1998 in one district and has since been extended to seven districts. The Viennese process excels by its focus on participation by strengthening the ability of citizens to organise themselves autonomously for developing and designing their districts. The idea is to achieve sustainability by establishing 'sustainable' forms of political participation.

In co-operation with SORA, ZSI accomplishes a constant evaluation of the ongoing LA21 activities in Vienna, which started in 2004 and run till 2007.

The evaluation tries to answer and analyse questions of three distinct topics:

1. the outcome and its contribution to sustainability
2. citizen participation
3. the organisational structures in the districts

On one hand the evaluation aims at supporting the learning processes of all relevant stakeholders, such as input for the improvement of design, the organisational patterns and applied methodology. On the other hand results of an assessment summary are demanded to help adjust the strategic planning which legitimates the LA21 in Vienna. In order to meet that challenge we developed a participatory evaluation - an interactive process involving different perspectives. Evaluation thus becomes a social process and instigates deeper reflection among different actors and stakeholders. The design mainly draws on qualitative methods. Additionally, two standardised telephone surveys are carried out to depict the public knowledge and perception of LA21, the impact of different public promotion measures, and the potential for further work in public relations. </ P 18 >

Harald Rohracher

Director of the Inter-University Research Centre for Technology, Work and Culture (IFZ), Graz

A Guide for Interdisciplinary Innovation Research

The Centre for Social Innovation (ZSI) was important for us before it even existed! When we set up our institute, IFZ, in 1988, Josef Hochgerner and his ideas about 'technology and society' and the importance of institutionalising this field in Austria were an important source of orientation and encouragement for us. Today ZSI still is an inspiring model of how to establish interdisciplinary research on innovations and embed it in international networks. We particularly profited from a fruitful co-operation in the fields of environmental innovations and the participation of users in technology design. ZSI's high level of theoretical reflection combined with a practical sense for implementation issues and stakeholder involvement will hopefully enrich the Austrian research landscapes for many more years to come!

:Statement

www.nachhaltigkeit.at/reportagen.php3?id=10
www.nachhaltigkeit.at/reportagen.php3?id=6
www.nachhaltigkeit.at/reportagen.php3?id=3

BASIC

< P 1.9 >

The Provision of Basic Services in Liberalised Markets

BASIC is a project aiming at answering the question of how to guarantee the provision of affordable and reliable basic services in the sectors of electricity, telecommunication, public transport and postal services in Europe.

The European right of having reasonable access to these basic services can largely be considered unproblematic for the densely populated areas in Central Europe. However, on liberalised service markets, it may become increasingly problematic for the peripheral and mountainous regions of the continent.

The liberalisation of the markets for telecommunications and electricity are already well-advanced in most EU countries while the liberalisation of public transport and postal services is in discussion or has already been implemented in some countries.

The specific network properties of the sectors covered make them a somewhat peculiar object for liberalisation, thus requiring a sophisticated set of rules and regulations in order to operate successfully in the long run.

BASIC addresses issues related to the reasonable provision of basic services with special regard to the implications of basic service industry liberalisation in Europe. BASIC deals with these issues applying a politically neutral approach; i.e. including assessment of all the various forms of regulation currently applied across the EU. The main outcome of BASIC is condensed in the form of political recommendations aiming to compile possibilities of guaranteeing the provision of affordable, reliable and basic services in an easily accessible manner.

</ P 1.9 >

Cäcilia Weiermair-Märki
weiermair@zsi.at

work organisation
and participation,
telecommunications,
gender mainstreaming

EIS Innovative Refurbishment of Single Family houses

< P 1.10 >

Evaluation of Best-practice Models and Recommendations to Support Dissemination

The highest need for thermal refurbishment in Austria is assigned to the sector of one-family houses built between 1945 and 1980. According to estimations two-thirds of all possible investments should be dedicated to this sector. However, there are only few successful refurbishment models offered, which combine efficiency, comprehensive information, mobilisation, feasibility and are technically up to standards. This study focuses on two of these network models: the 'Ökomodell Außerfern' in Tirol and the network 'Traumhaus Althaus' in Vorarlberg.

In this project a comprehensive description of both models is given and functional aspects are analysed. Suggestions for the improvement and the transfer of models to other regions are discussed. The results of this project should help to improve activities on the supply-side in general.

Centrally co-ordinated units manage both network models. In addition to the management of networks these units are responsible for several other functions: Public relations, training courses, strategic development, advisory service for end users, and implementation of refurbishment measures. The large size of networks did not yet produce the expected high quality standard, this remains problematic. More over, co-operations of network partners in joint refurbishment projects are still seldom.

In order to support the transfer of regionally successful models it is important not only to study the specific conditions of the emergence of the examples but to gain general knowledge about the development and stabilisation of entrepreneurial networks.

</ P 1.10 >

Michael Ornetzeder
ornetzeder@zsi.at

< P 1.11 >

PROLEARN www.prolearn-project.org

Network of Excellence in Professional Learning

Margit Hofer
hofer@zsi.at

technology enhanced learning, pedagogical design of online learning environments

The mission of PROLEARN is to bring the most important research groups in the area of learning together and to connect them with industry. PROLEARN also aims to bridge the gap between academic research and education on one hand and corporate training and life long learning provided on the other hand.

PROLEARN covers the most relevant research fields in the area of technology enhanced professional learning at work:

⠿ Personalised Adaptive Learning
Personalisation is a key aspect in advanced technology enhanced learning environments to support ubiquitous, experiential and contextualised learning and virtual collaborative learning communities.

⠿ Interactive Media
E-Learning can provide a much more interactive experience for the professional learner than the traditional book or training lecture. Learning is an interactive and constructive process and therefore has to aim at learning experiences that leverage the learner's interactions.

⠿ Online Experimentation
Active working with artefacts and problem solving helps learners to acquire applicable knowledge that can be used in practical situations. Active learning by means of virtual and remote laboratories aims at providing hands-on experience for students from correspondence programmes, abroad, remote areas and professionals, thus eliminating the need to leave the workplace and commute.

⠿ Learning Objects, Metadata and Standards
In recent years, research has focused on the notion of reusable multimedia content components, called 'learning objects'. Reuse of such components can lead to important savings in time and money, and enhance the quality of digital learning experiences.

⠿ Brokerage Systems and Learning Management
Today's technology enhanced learning landscape is characterised by a huge number of heterogeneous content and service repositories. The existence of brokers or marketplaces, which integrate the existing repositories and thus create completely new services, would be extremely beneficial.
This benefit is especially clear for (small and medium) enterprises whose success relies on a workforce educated to the best-possible standards.

⠿ Business Models, Processes, Markets
As the demand to access E-Learning services is growing rapidly, it is increasingly important that sustainable business models emerge for market players, such as service providers, users, policy makers and market regulators. A key success factor to enhance the competition of the European E-Learning industry is extending technical infrastructures and pedagogical innovation focusing on economic feasibility, commercial relevance, usability and educational benefits

⠿ Knowledge Work Management
European companies depend on their intellectual properties more and more, often specialising in knowledge intensive products rather than on their physical assets. We are targeting work processes to enable professional learning and aim at learning arrangements, which take the experience of knowledge workers, organisational processes and appropriate infrastructures into account.

PROLEARN
Virtual Competence Centre (VCC)

In a three step approach PROLEARN is setting up a virtual competence centre that offers direct support to companies in dealing with corporate training issues and provides them with the latest research results.

The VCC serves as the main communication tool between research and industry. It connects company driven competence centres, employment centres and competence centres of trade and industry associations to create European-wide competence centres dealing with professional learning tasks.

PROLEARN ACADEMY

The PROLEARN Academy transfers research results into education and training programmes, international conferences, and scientific journals designed to federate and showcase European leadership in the field of technology enhanced learning. The PROLEARN Academy provides Europe with top research scientists, educators, and knowledge transfer specialists who are required to maintain the lead in technology enhanced learning.

It offers:

▦ the PROLEARN graduate degree programme 'European Master of Technology Enhanced Learning'
▦ the PROLEARN doctoral programme
▦ the PROLEARN junior faculty programme
▦ the PROLEARN entrepreneurship programme </ P 1.11 >

Wolfgang Nejdl

Professor of the L3S Research Center,
University of Hanover

ZSI as Research Partner

I have been working with ZSI in research projects on Technology Enhanced Learning for the last few years and have come to know them as a very reliable and experienced partner. In our first co-operation in the ELENA project, they co-ordinated the project in a very efficient and successful manner. In our PROLEARN Network of Excellence (co-ordinated by L3S) ZSI again has been very helpful in the socio-economic and pedagogical research aspects they bring in, as well as in their good connections to partners all over Europe. Currently we plan to extend our co-operation towards a joint cluster on professional learning, and I am looking forward to that.

:Statement

ELENA www.elena-project.org

< P 1.12 >

Creating a Smart Space for Learning™

The Internet offers a variety of educational resources. However, for many persons, who are eager to learn, it is still difficult to find appropriate courses, seminars, web-based training applications or other learning services. Restricted overview and restricted processing capabilities limit the choice for the individual learner. The Smart Spaces for Learning™ developed in the Elena project offer a solution to these limitations by connecting multiple educational nodes and providing a personalised overview of the learning services available. The Smart Spaces for Learning™ provide open environments, which support learners in optimising their individual learning management.

The three main research themes addressed in Elena can be grouped under the headings of personalisation, interoperability and training management.

Personalisation techniques support learners in their searching process to access learning resources. The 'intelligence' of Smart Spaces for Learning™ is based on sophisticated learner profiles as well as ranking patterns according to preferences, interests, learning goals and learning histories.

'Interoperability' allows Smart Spaces for Learning™ to offer access to a wide variety of educational systems and repositories like seminars, e-learning courses, academic lectures and books. To reach this interoperability the Elena project developed the Simple Query Interface (SQI), which is about to become a European standard.

Finally, Smart Spaces for Learning™ offer special innovation for companies. They contribute to a more effective and efficient training management by offering tools that support the optimisation of the planning, control and implementation of human capital development. </ P 1.12 >

Barbara Kieslinger
kieslinger@zsi.at

< P 1.13 >

i4Camp   www.icamp-project.org

Innovative, Inclusive, Interactive & Intercultural Learning Campus

i⁴Camp

Barbara Kieslinger
kieslinger@zsi.at

Claudia Magdalena Fabian
fabian@zsi.at

East European studies, dissemination, communication and financial administration

In the last years the eLearning market has been populated with many tools and platforms to support different types of learning communities with learning management, content management and communication tools. Whereas universities are already making use of these systems, individual collaboration across systems and across countries is still a challenge. iCamp is facing this challenge and has the vision to become THE Educational Web for higher education in larger Europe with a special focus on the integration of the New Member States and Accession Countries.

iCamp will provide an infrastructure – the iCamp Space – for collaboration and social networking across systems, countries and disciplines. The iCamp Space will build on existing interfaces and integrate shared community features. Interoperability amongst different open source learning systems and tools is the key to successful sustainability of iCamp.

The content for this collaboration within social communities is provided via distributed networked repositories including content brokerage platforms, online libraries, learning object databases, etc. Here, the Simple Query Interface (SQI), a standard developed by some iCamp partners will serve as the basis for further development and improvements with regard to system interoperability.

The driving principle behind the technical challenges is the innovative pedagogical model of iCamp based on constructivist learning theories. The challenge that we still face with many learning environments today is that they have been devel-

oped following the transmission model of teaching and learning, where information is transferred from experts to novices. Preparing learners to become independent and self-organised requires a facilitative rather than a didactic mode of instruction. The iCamp project emphasises social instruction to meet this pedagogical challenge. Therefore, iCamp creates an environment for a new way of social instruction that puts more emphasis on self-organised learning and social networking and the role of the educator changes.

iCamp will strengthen the educational landscape in Europe and offer a sustainable infrastructure. Since iCamp is not creating an additional eLearning system, but facilitates interoperability, a main advantage is that universities can continue to use and further develop their systems, while at the same time connect to other systems and offer a wide collaboration space for their users. The up-take will thus be much easier.

iCamp will provide best practice guidelines as well as a software toolkit to ease integration into the iCamp Space.

The objectives in iCamp are driven by pedagogical, technical and social challenges and can be summarised.

- to investigate, develop and validate innovative pedagogical models for social instruction that support learners in achieving their learning goals in a self-directed manner and to establish social networks
- to provide a validated portfolio of constructivist learning tools that support innovative learning models
- to provide an open virtual learning environment consisting of a network of learning tools, platforms and repositories
- to develop and describe an open source code for connecting to the iCamp network and to provide interoperability amongst different systems
- to document and describe the best practices from the validation for universities that might benefit in future from it   </ P 1.13 >

Leopold März

Professor of Chemistry at the University of
Natural Resources and Applied Life Sciences (BOKU), Vienna

The ZSI and BOKU – a Success Story

What connects a university like BOKU with the Centre for Social Innovation? As the former concept of
exclusive orientation to primary production has changed, so has the impact of Social Sciences. The modern focus of
BOKU has shifted to sustaining the resources of our society it remains obvious, that this principle has social, ecological and
economic dimensions. During my first contacts with Josef Hochgerner I realised that the 'applied social sciences'
would be an essential addition to our field of competence. The function of a university of this kind is to develop sustainable,
innovative technology and to teach students a tremendously interdisciplinary context.
Thus, the areas of interaction became

- interdisciplinary communication and co-operation
- sustainable development and innovative technologies, including their public perception.

Franz-Josef Radermacher

Chair of Computer Science at the University of Ulm FAW/n
Ulm - Research Institute for Applied Knowledge Processing/n

ZSI-Institute: an Important Player in Shaping Globalisation

I have worked together with Professor Hochgerner and ZSI for a decade now. We came together in the context of
European Union Programmes that dealt with the future of Information Society, the role of human capital, the shaping of globalisation
processes and constituting a particular European social model. In this context there is a particular tradition and philosophy in Central
European countries, in dealing with the eco-social market approach and the organisation of the economic sector.
This approach has to be seen in sharp contrast to market fundamentalist approaches. ZSI has been a strong partner in
developing this European view, which has a strong base in Austria.

ZSI has displayed particular depth of insight, which has been of crucial importance. This is a social-science institute with a
broad view on economic, social, environmental and cultural issues, a view that also combines regional, national, supra national and
global issues. At the same time, there is an academic tradition separating content from marketing. The networking structures in Austria are
of high value to ZSI, particularly those, which build bridges in research and innovation between Eastern Europe and Western Balkan
countries, i.e. by Science Liaison Offices and ERA-Net projects. I would also like to refer to the historic background of the
Austrian-Hungarian Monarchy up to 1918 with its multi-cultural nature. This acts as a good foundation to deal with larger
Europe from a multi-cultural, multi-ethical economic perspective.

I am very happy Josef Hochgerner is an active scientist in all these fields and that ZSI is the institutional base to move these topics forward.
Congratulations to the 15th birthday of the institute! Our hopes are high for the coming years.

:Reference Publications

Other Projects...

title	funded by
PARCEL - Participatory Communication Activities on e-Learning	European Commission (FP 6, Science and Society)
Embedding Standards	European Commission (Leonardo da Vinci)
CETRA - Complexity Education for Trainers	European Commission (Leonardo da Vinci)
Distribution strategies for innovative operator models for district heating plants for multiple family dwellings based on renewable energy sources.	Federal Ministry for Transport, Innovation and Technology (Energiesysteme der Zukunft)
ECML - European Centre for Media Literacy	European Commission (e-Learning Initiative and Action Plan)
INTELCITIES - Intelligent Cities	European Commission (FP 6, Information Society Technologies)
www.nachhaltigkeit.at 2003-2005	Federal Ministry of Agriculture, Forestry, Environment and Water Management
De-Limitation of Work and Chances for Participation	Federal Ministry of Education, Science and Culture (>node< research austria)
Cooperative Renovation. Models for Participation of Residents in Course of Sustainable Building Restoration	Federal Ministry for Transport, Innovation and Technology (Nachhaltig Wirtschaften: Haus der Zukunft)
eMAC - eMentoring the Accession Countries in the eTen Programme	European Commission (eTEN)
DigiTech innovativ	Federal Ministry for Economic Affairs and Labour (protec 2002+)
Learning Region in the Biosphere Region JORDES+	European Commission, City of Vienna (INTERREG IIIA)
Europeans have a say: Online debates and consultations in the EU	Federal Ministry of Education, Science and Culture (>node< research austria)
Mid-Term Evaluation 'STRAPAMO'	Federal Ministry for Economic Affairs and Labour (Technologieoffensive - Ost I)
Prolearn-G	Federal Ministry of Education, Science and Culture (Fforte)
INTAS Evaluation	INTAS
Education Sector Programme Kosovo	Federal Ministry for Foreign Affairs (Ostzusammenarbeit)
Education Sector Programm Macedonia (FYROM)	Federal Ministry for Foreign Affairs (Ostzusammenarbeit)
Education Sector Programme Albania	Federal Ministry for Foreign Affairs (Ostzusammenarbeit)
Establishment of an Information and Consulting System for the Participation of Bosnia and Herzegovina in the 6th Framework Programme for Research, Technology Development and Demonstration	Federal Ministry for Foreign Affairs (Ostzusammenarbeit)
TEN-A, Trans-European Network Academy	European Commission (eTEN)
Recognising Central and Eastern European Centres of RTD: Perspectives for the European Research Area (ERA) - RECORD	European Commission (FP 5, STRATA)
Online University Training Course for Energy-Management and Energy-Consulting in Liberalised Markets	
eqo - elearning qualification online	
Social-Ecological Assessment of ATX-50 Companies on their Way to Sustainability - 'ATX EASEY'	Federal Ministry for Transport, Innovation and Technology (Nachhaltig Wirtschaften: Haus der Zukunft)
ININ - Terms of Reference Framework for an INTAS Information Network	INTAS
Acceptance of Media and Use of Technology in Schools	Federal Ministry of Education, Science and Culture
Support of the Austrian Federal Ministry of Education, Science and Culture in Securing the Active Austrian Participation on the 'Mapping of Excellence-Exercise' of the European Commission	Federal Ministry of Education, Science and Culture
Participatory Shaping of Technology. A Social-Scientific Analysis	Jubiläumsfonds der Österreichischen Nationalbank
Distance Learning Course in Science and Engineering using Case Studies - 'DLC' Training programme for teaching online for university teachers (TPTO)	European Commission (SOCRATES - MINERVA)
Social Sciences and Interdisciplinary Co-operation at the BOKU	University of Natural Resources and Applied Life Sciences
Multilingual Urban Network for the Integration of City Planners and Involved Local Actors - MUNICIPIA	European Commission, COST (FP 4, TAP / TURA)
Data Exploitation and Best Utilisation Trial - 'DEBUT'	European Commission (eContent)
Innovation Potentials of Central European Countries	GFF - Gesellschaft zur Förderung der Forschung
Best Practice Database of Austrian Sustainable Development Projects	Federal Ministry of Agriculture, Forestry, Environment and Water Management
Virtual East-West Women-Network 2000	City of Vienna
Bringing Public Administration Closer to the Citizens (ISBACC-Conference)	European Commission
International Conference 'Women managing EU-Projects'	City of Vienna
Awareness on the use of Communications Technologies as an Opportunity for Regional Economic and Social Development - ACTORES	European Commission, Federal Ministry for Transport, Innovation and Technology, City of Vienna (INNOVATION)
Conference and Workshops 'Global Village '98'	City of Vienna
Impact Assessment of Business Related R&D-Funds of the Republic of Austria	GFF - Gesellschaft zur Förderung der Forschung
BOKU - Professions with Future	Federal Ministry of Education, Science and Culture, University of Natural Resources and Applied Life Sciences
Social Conflicts on Ecological Issues	INTAS

Indicative list of selected projects, for more details please visit our homepage www.zsi.at

The Unit of Work and Equal Opportunities

unit 2.0

Work and Equal Opportunities

Anette **Scoppetta**

Head of Unit

A&C: Work and Equal Opportunities for everybody!

What does social innovation mean in the context of A&C? The 'Unit for Work and Equal Opportunities' (in short A&C) employs at present 15 experts developing and implementing social innovations by means of research, networking and policy advice. A&C is characterised by its search for innovative topics in the field of labour market and social policy, its methodological variety and high quality delivery.

A&C focuses on

- the configuration of labour markets, local governance implemented by partnerships, innovative employment policies and new forms of work
- international migration, ethnic economies, gender equality, an ageing society, and other issues of social integration versus exclusion

Many of the 10 to 15 A&C projects developed and implemented each year are based on international co-operation and networks with partners from the EU and abroad.

What do we offer?

Our broadly skilled experts develop and convert innovative ideas into future oriented products, such as projects, studies and services, by using multi-disciplinary approaches.

Network co-ordination:

- implementation and co-ordination of national and international networks for the purpose of knowledge exchange, information transfer and learning
- provision of support and advice for the development of platforms

Policy Advice:

- information on the application of instruments, tools and concepts in employment policies in different socio-economic settings including different governance structures, regional specifications and organisational experiences adjusted to local and regional labour market needs
- enhancement of the efficiency and effectiveness of labour market and social policies as regards the implementation of projects and programmes (especially the European Social Fund and EU programmes)

Studies and reports, empirical field research:

- regional and global employment trends related to specific social groups like the elderly, IT-workers and minorities (basic research, user oriented projects)
- migration and ethnic economies as well as gender equality and topics related to the ageing society, social integration and exclusion

scoppetta@forum.zsi.at

labour market policies, employment partnerships, local governance, network co-ordination, European Social Fund

Scope of activities...

What do we offer?

OECD LEED Forum on Partnerships and Local Governance

Partnerships can be a tool to improve local governance. By designing and implementing area-based development strategies, partnerships gain helpful know-how on local development practices. However, this knowledge is not adequately exploited due to the weak links between partnerships themselves and between partnerships and government administrations. The Austrian Federal Ministry for Economic Affairs and Labour, together with the Austrian Co-ordination Unit of Territorial Employment Pacts at ZSI – Centre for Social Innovation proposed to build up an OECD LEED Forum on Partnerships and Local Governance.

Since September 2004, the OECD LEED Forum on Partnerships and Local Governance, hosted partly at the CSI, has built up a global network for area-based partnerships in the field of employment and social issues as well as economic development.

The objectives of the Forum are:

- to increase the dissemination of various partnership experiences in designing and implementing local development strategies

- to facilitate the transfer of expertise and the exchange of experience within and between OECD member and non-member countries

- to create synergies between partnership programmes of different countries and support the development of cross-border partnership co-operation

- to assess and develop co-operation models between partnerships, clusters and local systems of innovation

- to advise and support the LEED Directing Committee, partnership organisations and other stakeholders in ways to promote an integrated approach and to improve the co-ordination between labour market, education, economic and social policies at local and regional level

The Forum explores ways to optimise the contribution of partnership structures to local governance and the effectiveness of policies throughout OECD countries and countries of Central, Eastern and Southeast Europe by:

- establishing the Forum network (identification and networking of institutions)

- building up a documentary base

- organising partnership meetings, such as Forum meetings and the International Partnership Fair

- adding ways of information exchange, such as the production of an Annual Forum Brochure on partnerships, electronic newsletters, Forum website and electronic discussion groups

- issuing the 'Guide on successful partnership building and operation'

- mentoring and policy advice

The activities of the Forum are carried out jointly by the OECD LEED Forum Office at the Centre for Social Innovation (Vienna, Austria) and the OECD LEED Trento Centre for Local Development (Trento, Italy), under the auspices of the LEED Directing Committee.   </ P 2.1 >

Jana Machačová
machacova@forum.zsi.at

partnerships and local governance, labour market policy, Structural Funds

Eva Rubik
rubik@forum.zsi.at

pacts and partnerships in the field of employment and labour market policy

26/27 April 2005, Vienna

First Forum Meeting
'Enhancing the Effectiveness of Partnerships'

140 experts from 33 countries participated in lively debates on partnerships and governance issues

:Event

< P 22 >

Regina Brandstetter
brandstetter@zsi.at

employment and labour
market policy, employment
partnerships, network
co-ordination

Dirk Maier
maier@zsi.at

labour market governance,
employment research,
network co-ordination

Klaus Peter Reitner
reitner@zsi.at

employment and labour
market policy

KOOO   www.pakte.at

Co-ordination Unit of
Territorial Employment Pacts in Austria

The Austrian labour market and employment policy is confronted with particular challenges that cannot be met by just a few institutions on their own, such as the concentration of unemployment on certain target groups, gender segregation or shifts between industries and economic sectors. There is an increasing need to reconcile specific aspects of labour market policy with economic and structural policies. The National Action Plan for Employment (NAP) combines these various areas of activity. Innovative strategies are developed within the framework of Territorial Employment Pacts (TEPs) and new approaches tested dealing with the complex problem of unemployment.

The Federal Ministry for Economic Affairs and Labour established the federal Co-ordination Unit of the TEPs (abbr.: Kooo) at ZSI - Centre for Social Innovation, to continue the advice of the TEPs until the end of 2006. Kooo serves to support and accompany the various projects carried out by the Austrian Pacts and their partner institutions as well as to cultivate, implement and further develop the partnerships. From the very beginning, when national co-ordination activities were initiated in 1999, Kooo regarded its efforts as a service to the pacts. The pacts rate co-operation with Kooo as being very helpful in the evaluation of the Austrian Objective 3 Programme / Priority 6, European Social Fund. Specifically, the aid provided by Kooo is appraised as being 'a supporting factor in achieving objectives'. Kooo ensures the exchange of information among all of the institutions involved, advises and assists the TEPs and is responsible for joint activities.

Partnership models like TEPs support local development policies. By designing and implementing area-based development strategies, partnerships gain helpful know-how on local practices. In recent years partnerships have been successfully developed by many EU members and several non-members. Austria is among the few countries in the EU to push ahead employment partnerships in the framework of NAP. The TEPs are in line with the European Employment Strategy and provide an essential instrument for the implementation of targets envisaged by NAP.

TEPs are contracted regional partnerships that link employment policy with other policies in order to improve the employment situation on regional and local level. In co-operating as partners, the specific aims of TEPs are:

- to increase effectiveness and efficiency in the use of resources
- to improve the quality of support given to certain target groups
- to secure and create jobs
- to obtain funding for the regions
- to preserve the region as a place to live in a sustainable manner

Four TEPs have already been established since 1997 within the scope of the European Union's

: Reference Publications

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koo

'Territorial Employment Pact'. In light of the favourable results from the first pilot projects, the Austrian Federal government – as a pioneer in the European Union – decided in 1998 to set up and expand the all-Austrian employment alliances. All Federal states welcomed this initiative and set up TEPs. Since 2001, Pacts have been established in all nine Austrian Provinces. Additionally, some partnerships were set up on local levels (NUTS III). The basic objective of TEPs is to encourage widespread regional partnership in order to:

- identify the difficulties, ideas and opportunities with respect to employment policies
- to mobilise all available resources in favour of an integrated strategy which is accepted by all, based on the regions needs and entrenched in a formal commitment – the Territorial Employment Pact
- improve the co-ordination of job-creation measures and area policies
- implement measures to boost employment.

Michael Förschner

Head of ESF, Austrian Federal Ministry of Economic Affairs and Labour - Section II/9-ESF

High Expertise with an Excellent Spirit

To contract out certain tasks is one way of coping with all the different challenges involved in policy delivery. We have now followed this approach successfully for 10 years. Our performance therefore depends to a certain degree on that of our contracting partners. Reliability is not only a requirement, but it is this spirit of co-operation itself that turns out to be crucial for the success. If this is the case, not only is the contract fulfilled, but also turns out to be creative, fruitful, helping to develop ideas and reach results, which would not have been possible to achieve otherwise. These forms of positive mutual co-operation can not be issued in a tender, they either build up or they don't. We therefore like to work together with organisations which do not only provide high expertise, but in addition offer a certain understanding of the tasks and a feeling for the subject that goes beyond the pure academic knowledge. ZSI has been a crucial partner helping us not only to reach our goals, but also to expand the field of possibilities further. The combination of high expertise with an excellent spirit makes our co-operation a great pleasure.

:Statements

Sylvain Giguère

Deputy Head of the LEED Programme, OECD

Creativity is Key to the Success of ZSI

The thing I like most about ZSI is its capacity to innovate. When you collaborate with ZSI, you can be certain that it will propose something new or find innovative ways to address an issue. And the result will always be extremely professional. ZSI's strength comes from its staff: a group of imaginative, dynamic and entrepreneurial young people. I got to know them in 1999 when the Austrian Government asked ZSI to organise a study visit for us. Today we have a direct relationship with ZSI, with whom we are running the OECD LEED Forum on Partnerships and Local Governance. ZSI's creativity is key to the success of the Forum. I wish ZSI another 15 years of innovation and success!

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< P 2.3 >

TEE TEP_EQUAL_ELDERLY www.elderly.at

A Nation Wide Partnership to Improve the Participation of the Elderly in the Austrian Labour market

Wolfgang Michalek
michalek@zsi.at

labour market policies, employment partnerships and co-ordination
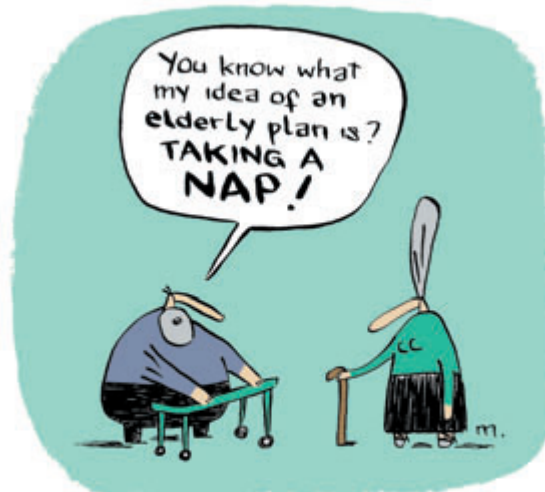
Maria Schwarz-Wölzl
schwarz@zsi.at

corporate social responsibility, vocational training

Due to the poor labour market situation for elderly people in all Austrian regions the Territorial Employment Pacts (TEPs) decided to focus on this special target group in order to find innovative labour market approaches adaptable to various regional needs. The main aim of the TEP_EQUAL_Elderly sectoral Development Partnership (DP) is to deepen partnerships between institutions in the field of labour market and economy on the basis of the regional know-how of Austria's Territorial Employment Pacts (TEPs) with the final aim to improve the labour market chances for 'elderly people' on regional level with special focus on the changes caused by the European enlargement process.

All DP activities are reflected on the three 'TEP levels', the TEP project level (sub-regional), the TEP programme level (regional) and the TEP networking level (national and international level).

At TEP project level (sub-regional) the DP implements 'Elderly Plans' in 3 modules. The knowledge gained from the implementation of 'Elderly Plans' will be transferred to the TEP programme level (regional). Each TEP describe the experience (success and failure) gained by implementing the instrument. Finally, at TEP network level, national and international knowledge is exchanged and transferred to all Austrian TEPs and partners from Germany, Italy and the Netherlands.

TEP EQUAL Elderly consists of 4 modules. Two of these deal with the promotion of human resources of elderly employees by means of comprehensive consultation of unemployed elderly and companies. The modules aim to achieve that companies recruit elderly unemployed persons. 'Elderly Plans' is the instrument used for this step. The target group of the next module is SMEs, which already employ elderly persons. This module prevents elderly employees becoming unemployed by consultation and conclusion of 'Elderly Plans'. The TEP-EQUAL-Elderly-Processing-Board gathers information of all Austrian TEPs that deal with this topic and consolidates them in an 'Elderly Tool Box'.

In particular, TEP_EQUAL_ELDERLY, pursues the following objectives:

- Developing and implementing of 'Elderly plans' for 636 elderly (elderly unemployed and employed) – out of which 348 are implemented for women and 288 for men. All 'Elderly Plans' will be designed in co-operation with around 73 enterprises (approximately 9 'Elderly Plans' per enterprise).
- Transferring of knowledge to a minimum of 430 stakeholders on module level.
- Building up a knowledge pool at the interface of elderly people and enterprises concerning the demands of the economy and the needs of employees.
- Merging experiences with the new instrument 'Elderly plans'.
- Integrating enterprises, the associations of enterprises and / or clusters on the strategic level and transferring know-how on national level. Gathering experience in regards to differences in supporting the target group elderly people due to changing labour markets and the response of enterprises as a result of the enlargement process.

The Networks started in January 2005 and will last until June 2007.
< / P 2.3 >

You know what my idea of an elderly plan is? TAKING A NAP!

ELDERLY PLANS IN THE GOOD OLD DAYS.

Hubert Christian Ehalt

Head of Science Division in the Municipality of Vienna,
Professor for Social History at the University of Vienna

Science aims at investigating and explaining the micro- and
macro cosmos of living nature and inanimate matter of this world.
It facilitates the development of techniques and applications that make life easier,
more interesting and beautiful. Other tasks are the permanent reflection of intellectual efforts,
the objectives, conditions, potential and the impact thereof. The quality of science depends
on its capacity to challenge common knowledge, transcend traditional limitations of cognition
and to establish new perceptions of the world and a humane society.
There is no alternative to innovation – including indispensable social innovation!

:Statement

LIMITS www.limits-net.org

< P 24 >

Immigrants and Ethnic Minimorities in European Cities

The life courses of immigrants can be viewed as the joint result of individual strategies and social context factors. In the LIMITS projects, immigrant life-courses are reconstructed based on longitudinal data, which is collected in five European countries. Limits identifies them in Austria, Germany, the Netherlands, Portugal and Sweden. In each country one city has been chosen and within each city two populations were selected for study. The choice of countries tried to balance comparability and diversity and was based on the specific histories of immigration and the political frameworks governing them. The choice of populations, in turn, was determined by the desire to compare populations of the same origin or of similar background in different settings. Thus, immigrants from Turkey are being studied in Austria, Germany, the Netherlands, and Sweden; Moroccan immigrants in the Netherlands and in Sweden; Serb immigrants in Austria and Germany. Asian and African post-colonial immigrant groups are being studied in Portugal. In each city 300 individuals are interviewed face-to-face about themselves and the households they are part of. In a standardised format, information on event histories of migration, work, family formation, civic activity and other areas is collected.

From this, a database of approximately 3.600 cases results.

Objectives of LIMITS

- to improve the knowledge on the critical relationship between socio-economic context and the life courses and strategies developed by immigrants
- to further develop the methodological instruments of the social sciences, and
- to create a uniform dataset for Europe comprising biographical, local and national data, adapted to specific research questions.

Expected benefits are

- better understanding of the impact of politics on lives of immigrants
- good inputs for policy development at European, national and local level
- information on the role of civic and political involvement of immigrants
- results relevant beyond the particular cities and groups
- encouragement of further research, and a database accessible to other analysts.

</ P 24 >

Rossalina Latcheva
latcheva@zsi.at

migration research,
national identification and
ethnic exclusion, East European
studies, quantitative
and qualitative methods
of social research

Manfred Horvat

Director of European and
International Programmes (EIP)
in the Austrian Research promotion Agency (FFG)

The Centre for Social Innovation (ZSI) has certainly been one of the
organisations pioneering the Austrian participation in EU education and research
programmes since 1991 and this already years prior to Austria's membership to the
European Union. From the very beginning ZSI proved to be a creative and energetic
partner in collaborative European networks, taking a visionary approach,
ambitious and pragmatic in project management. The most remarkable
achievement that I would like to highlight is the fact, that a social science
based institute managed to continuously grow by revenues from contracted research
and trans-disciplinary co-operation. In this regard, the ZSI may serve as a model
organisation for future developments of social sciences in the global
Information Society. An agency-client and a partnership relation exist between
FFG and the Centre for Social Innovation, thus we are looking forward to many more
years of successful development and intense collaboration for mutual benefit!

Günther Ogris and Christoph Hofinger

Managing Directors of SORA Institute
for Social Research and Analysis Ogris & Hofinger GmbH

It is two years ago that SORA was looking for a new office –
the old one became too small. Several reasons supported the idea
to have a shared office infrastructure with ZSI:
Success: Within 15 years only, ZSI succeeded of its own accord
to become one of the largest social scientific research institutes in Austria.
Internationality: The international experience of ZSI is awe-inspring and a role
model for us.
Solidarity: Joint visions, especially in regards to the meaning of social sciences,
and a common objective to develop the City of Vienna to an internationally
renowned base for this, connects us in our research work.
Confidence: In 15 years ZSI will become a leading showcase for European social
sciences – and our joint office infrastructure will have developed into a House
for social sciences recognised all over Europe.

We are looking forward to walk this path together!

:Statements

:Reference Publications

< P 2.5 >

SIM www.node-research.at
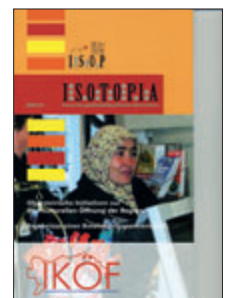
Between Equal Opportunity and Marginalisation. A Longitudinal Perspective on Social Integration of Migrants

>node< researchaustria

The social integration of migrants can be considered a topic of substantial significance, both as a political aim and a topic for social research, given the increasing diversification of immigration across the European countries and the anti-discrimination policy of the European Union. As social integration of migrants is essentially a process evolving over time, research on patterns of integration and causal factors influencing them requires a longitudinal approach. So far, research on this topic in Austria has only been carried out in a cross-sectional way due to a lack of suitable data. Fortunately, in the EU research project LIMITS, which is also mentioned in this brochure, longitudinal data on migrants' life courses were collected. More specifically, 600 respondents from Serbia and Turkey living in Vienna were interviewed. As a starting point, this data is re-analysed along four major dimensions of social integration (labour market participation, housing, language skills, and social networks) using Optimal Matching, a method enabling the detection of patterns in life course data to identify different types of social integration among the respondents. This typology is used as a basis for conducting 30 qualitative in-depth interviews with selected respondents from the quantitative survey, which represent the types identified. Thus, the objective patterns obtained through the quantitative analysis will be complemented by the respondents' subjective views on their integration trajectory. Due to this inclusive methodological approach, the project will reveal new insights into the evolution and social integration of migrants in Vienna over time showing which factors foster or limit it.

</ P 2.5 >

Bernhard Saupe
saupe@zsi.at

migration research,
labour market research,
quantitative empirical research

Judith Obermann
obermann@zsi.at

migration research,
gender studies, qualitative
empirical research

Johann Kerschbaum
kerschbaum@zsi.at

traffic and
migration sociology

< P 2.6 >

INTI

Promoting Equality in Diversity: Integration in Europe

The International Labour Office (ILO) in Europe is concerned about the discrimination against migrants, the lack of integration of immigrants and their descendants and the challenges posed by this. Discrimination and social exclusion seriously diminish productivity, foster social conflict, and reinforce the formation of ghettos. Integration of immigrants remains a major challenge to achieve social cohesion in Europe and to ensure productive participation of newcomers in workplaces and in local communities.

This project was organised in order to support broad community engagement throughout European Union members and to facilitate integration of immigrants and to combat discrimination. The project runs from mid-2004 to the end of 2005 and is being financed by the European Commission (DG Justice, Liberty, Security). When completed, more than 200 profiles of anti-discrimination practices in Europe will have been identified, evaluated and disseminated. Secondly, a credible evaluation system permitting qualitative assessment of practice will have been established. Thirdly, indicators on means of integration will have been identified. Fourthly, a 'tool kit' of materials for improved effectiveness of activities will have been devised. Finally, expanded exchange and co-operation among social partners and civil society organisations will have been initiated. ZSI contributes to the first of these five objectives but is also deeply involved in objectives two and three. You can refer to the database of practices at www.wisdom.at/ilo and contribute to it by using the suggestions/comments facility.

</ P 2.6 >

August Gächter
gachter@zsi.at

labour market
development, migration
and integration

Helene Trauner
trauner@zsi.at

migration,
labour market,
anti-discrimination

Other Projects...

title	funded by
Recruited - Resided - Promoted?	Jubiläumsfonds der Stadt Wien für die ÖAW
PRO::ICT - Promoting ICT to Female Students	European Commission (Leonardo da Vinci)
Managing Diversity: Empowerment through Diversity	ESF - European Social Fund, Federal Ministry for Economic Affairs and Labour (EQUAL)
Assistance and Counselling of the Austrian Federal Ministry of Education, Science and Culture on the Optimal Usage of Funding Provided by the European Social Funds	Federal Ministry of Education, Science and Culture (ESF - Objectives 3)
PRP - Planning and Realising of Peer Review Processes for the BMBF-Programme 'Innovative Structuring of Work - Future of Work'	BMBF - Federal Ministry of Education and Research, Germany - Bonn
Upper Styrian Initiatives for an Intercultural Opening of the Region Module: The Labour Market and Employment Situation of Immigrants in the Region	European Social Fund, Federal Ministry for Economic Affairs and Labour (EQUAL)
Expert Opinion on 'Social Integration for Inclusion in the Report on Migrant Workers'	International Labour Office (International Migration Programme)
Utilising Intellectual Capital in Benchmarking applications	European Commission (FP 5, IHP, Marie Curie Individual Fellowship Programme)
ZSI-Contribution to the 'Feasibility Study for the Preparation of the Cross-Border-Employment-Pact Western Hungary/Burgenland'	European Commission (PHARE CBC)
Analysis of the Interface between Social Welfare and the Labour Market in Vienna	European Social Fund, Federal Ministry for Economic Affairs and Labour (EQUAL)
Voluntary Industrial Code of Practice for global eWork - 'VIP'	European Commission (FP 5, Information Society Technologies)
Entrepreneurship in Sofia and Vratsa: Promotion of Women Entrepreneurship and Entrepreneurship Development of Unemployed	Federal Ministry for Foreign Affairs (Ostzusammenarbeit)
International Forum on Work, Information Society and Employment - 'WISE'	
Virtual Teamwork of IT-Specialists - Communities of Practice?	OeNB - Österreichische Nationalbank
The Quality of Life of Self-Entrepreneurs – Winner or Loser of Flexiblisation?	OeNB - Österreichische Nationalbank
Immigrants as Entrepreneurs in the ICT-Sector	OeNB - Österreichische Nationalbank
Technical Assistance and Monitoring for the Community Initiatives	Federal Ministry for Economic Affairs and Labour
Images of Work in the Information Society - 'WORKIMAGE'	Federal Ministry of Education, Science and Culture (Forschungsschwerpunkt 'Arbeit')
ROMA-Net: Communication Platform for ROMA-Affairs	Federal Ministry for Economic Affairs and Labour
Gender Mainstreaming in the Viennese Labour Market Policy	Public Employment Service Vienna
Evaluation of the SIEMENS-Qualification Measure 'Intensive Training for Skilled Workers to become Communication Engineers and Intensive Training for Skilled Workers to become Electronic Engineers for Handicapped'	Public Employment Service Vienna, WAFF
Safety, Environment and Quality Integration - SEQUI	European Commission (Leonardo da Vinci)
Evaluation of Selected Companies Promoting Apprenticeships in Vienna	Public Employment Service Vienna
MODAS - Learning Modules for Young Migrants	Public Employment Service Vienna, European Social Funds
Ethnic Businesses for Living, Working and Qualification	Federal Ministry of Education, Science and Culture, ESF, WAFF, WIF Wiener Integrationsfonds (URBAN)
The European Charta for Telework - DIPLOMAT	European Commission (FP 4, ACTS - Advanced Communications Technologies and Services)
Telework in Public Administration	European Foundation for the Improvement of Living and Working Conditions
Safeguarding Employment and Integration of Elderly People into the Labour Market	Chamber of Labour Vienna
Assessment of Labour Market Qualification Needs of SMEs in Vienna	Public Employment Service Vienna
Conference and Exhibition: 'TELEWORK '96 - Working in a Wider Europe'	European Commission and Former Federal Ministry of Science, Transport and Culture and private Sponsors
Survey on Qualification Needs and Supply in SMEs in Lower Austria	Public Employment Service Lower Austria
A-Typical Employment	Federal Ministry for Economic Affairs and Labour

Indicative list of selected projects, for more details please visit our homepage www.zsi.at

Bettina Leypold
leypold@zsi.at

assistant to the management

Erwin Rennert
rennert@zsi.at

IT administration

Snežana Piperac
piperac@zsi.at

office management

Jörg Brunner
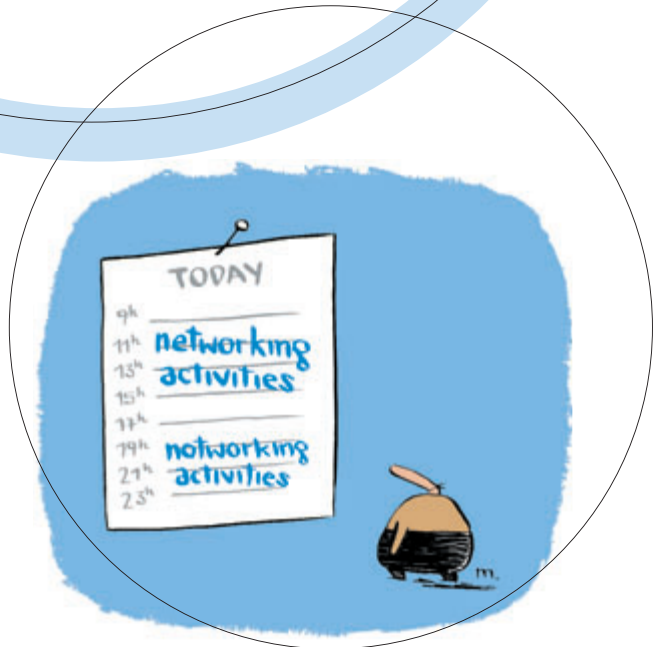brunner@zsi.at

IT support

Lydia Braun
braun@zsi.at

facility administration

Thomas Klausner
domm@zsi.at

WEB application development
and databases

TODAY

9ʰ
11ʰ **networking**
13ʰ **activities**
15ʰ
17ʰ
19ʰ **networking**
21ʰ **activities**
23ʰ

A Selection of Co-operation Partners and Clients…

All Austrian Territorial Employment Pacts (TEPs), Austria
Applied Research and Communications Fund (ARC Fund), Bulgaria
Area Development Management Limited (ADM), Ireland
Association for Research Promotion (GFF), Austria
Austrian Academy of Science (ÖAW), Austria
Austrian Council for Research and Technology Development (RFTE), Austria
Austrian Development Agency (ADA), Austria
Austrian Research Centers (ARC), Austria
Austrian Research Promotion Agency (FFG), Austria
Bulgarian Academy of Sciences (BAS), Bulgaria
Catholic University 'Sacro Cuore' Piacenza (UCSC), Italy
Centre for Research in Innovation Management, University of Brighton (CENTRIM), UK
Centre for Science, Technology, Society Studies at the Institute
of Philosophy, Academy of Sciences, Czech Republic
Chamber of Commerce (WKO), Austria
Chamber of Labour (AK), Austria
City of Vienna, Austria
Danube University Krems, Austria
École Polytechnique Fédéral de Lausanne (EPFL), Switzerland
Economic Research Co. (GKI), Hungary
Employment Observatory Research - Informatics S.A.
(P.A.E.P. S.A./OAED), Greece
Equal Opportunities for Women and Men (GeM), Austria
European Commission (EC), Belgium
European Foundation for the Improvement of Living and Working
Conditions, Ireland
Federal Chancellery (BKA), Austria
Federal Ministry for Agriculture, Forestry, Environment
and Water Management (BMLFUW), Austria
Federal Ministry for Economic Affairs and Labour (BMWA), Austria
Federal Ministry for Foreign Affairs (BMaA), Austria
Federal Ministry for Transport, Innovation and Technology (bmvit), Austria
Federal Ministry of Education and Research (BMBF), Germany
Federal Ministry of Education, Science and Culture (bm:bwk), Austria
Fraunhofer Gesellschaft (FhG), Germany
General Secretariat for Research and Technology (GSRT), Greece
German Aerospace Center (DLR), Germany
German Research Center for Articifial Intelligence (DFKI), Germany
Hautes Études Commerciales (HEC), France
Helsinki University of Technology (TKK), Finland
Higher School of Economics (HSE), Russia
Institut National des Télécommunications (INT), France
Institute for Interdisciplinary Studies of Austrian Universities (IFF), Austria
Institute for Media Research and Urbanistic (IMU), Germany
Institute for Migration and Ethnic Studies, University of Amsterdam (IMES), Netherlands
Institute for Social Research and Analysis (SORA), Austria
Interdisciplinary Centre for Comparative Research in the Social Sciences (ICCR), Austria
International Association for the Promotion of Co-operation with Scientists from the
New Independent States (NIS) of the Former Soviet Union (INTAS), Belgium
International Business Machines (IBM), Austria
International Institute for Applied Systems Analysis (IIASA), Austria
International Labour Organization (ILO)
Inter-University Research Centre for Technology, Work and Culture (IFZ), Austria

Isik University (ISIK), Turkey

Joanneum Research, Austria

Jožef Stefan Institute (JSI), Slovenia

Katholieke Universiteit Leuven (KUL), Belgium

Kaunas University of Technology (KTU), Lithuania

Ministry for Education and Science (MON), Bulgaria

Ministry of Education and Research (MEC), Romania

Ministry of Education and Science (MASH), Albania

Ministry of Education and Science (MON-MK), FYR of Macedonia

Ministry of Education and Science (MPIN), Montenegro

Ministry of Employment, Labour and Social Dialogue (FPS), Belgium

Ministry of Foreign Affairs (MAE), France

Ministry of Foreign Affairs (MVP), Bosnia and Herzegovina

Ministry of Higher Education, Science and Technology (MSZS), Slovenia

Ministry of Science and Environmental Protection, Serbia and Montenegro

Ministry of Science, Education and Sports (MZOS), Croatia

National Center for Scientific Research (CNRS), France

National Centre for Scientific Research 'Demokritos', Greece

National Office of Research and Technology (NKTH), Hungary

New Bulgarian University (NBU), Bulgaria

Norwegian University of Science and Technology (NTNU), Norway

Organisation for Economic Co-operation and Development (OECD, LEED)

PLANET S. A., Greece and Belgium

Politechnic University of Madrid (UPM), Spain

Research Institute for Applied Knowledge Processing/n (FAW/n), Germany

Royal Institute of Technology (KTH), Sweden

Ruhr-University Bochum, Germany

RWTH Aachen University, Germany

Salzburg Research, Austria

social business consulting mbH (gsub), Germany

Swiss Federal Institute of Technology Zurich (ETH), Switzerland

Tallinn University (TLU), Estonia

Technical University 'Politecnico di Milano', Italy

Technische Universiteit Eindhoven (TU/e), the Netherlands

The Open University, UK

Tomas Bata University (TBU), Czech Republic

United Nations Educational, Scientific and Cultural Organization (UNESCO)

University of Amsterdam (UvA), the Netherlands

University of Bielefeld, Germany

University of Bremen, Germany

University of Hanover, Germany

University of Leeds, School of Earth and Environment, UK

University of Leicester (ULE), UK

University of Modena and Reggio Emilia (UNIMORE), Italy

University of Natural Resources and Applied Life Sciences (BOKU), Austria

University of Science and Technology (AGH), Poland

University of Vienna, Austria

Uppsala University, Sweden

Vienna University of Economics and Business Administration (WU), Austria

Vienna University of Technology (TU), Austria

West-Hungarian University (NYME KTK), Hungary

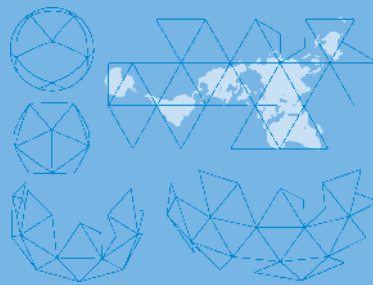Working Life Research Centre (FORBA), Austria

Co-ops

For instance, did you know that…

- ZSI designs and co-ordinates the implementation of a new innovative labour market instrument for elderly persons called 'Elderly plans' all over Austria?
- ZSI was one of the pioneers in collaborative eLearning and offered one of the first train-the-trainers courses in Austria?
- ZSI designed the terms of reference for an entrepreneurship centre at the University of Tuzla?
- the Austrian Territorial Employment Pacts (TEPs) co-ordinated by our nation-wide office at the ZSI harmonise an annual budget of approximately half a billion Euro?
- ZSI contributes to the development and implementation of a European Centre for Media Literacy?
- our Austrian Science and Research Liaison Offices in Ljubljana and Sofia (ASOs) funded nine excellent regional projects under a call for 'Research Co-operation and Networking between Austria and Southeast Europe in the field of Governance and Civil Society' with a total budget of €122.000,-- comprising research institutions from Austria, Slovenia, Bulgaria, Albania, Bosnia-Herzegovina, Croatia, the former Yugoslav Republic of Macedonia, Romania, Serbia and Montenegro?
- ZSI actively contributed to the co-ordination of the first PROLEARN Summer School on personalised and adaptive learning, interactive media, knowledge work management etc. in Istanbul in September 2005?
- ZSI based OECD LEED Forum on partnerships and local governance advises on the development and implementation of partnerships to improve local governance in 35 countries ranging from European to Pacific countries (e.g. New Zealand, Canada, Japan, Mexico)?
- ZSI established the terms of reference for the INTAS Information Network (ININ) for the successor states of the former Soviet Union?
- ZSI participated in the establishment of training and counselling materials for the enhancement of women in information and communication technologies?
- ZSI initiated and contributed to the Industrial Code of Practice for e-Work across Borders (www.unomondo.org)?
- ZSI assisted in benchmarking RTDI institutes in Central and Eastern Europe?
- ZSI developed the layout for a nation-wide information structure to promote the 6th European Framework Programme for RTD in Bosnia-Herzegovina?
- ZSI co-ordinated and promoted the European Charta for Telework?
- our network of active eLearning partners comprises over 300 organisations all over the world?
- we run several successful on-line communication platforms for specialists in the field of S&T policy (ww.era.gv.at), sustainability (www.nachhaltigkeit.at) as well as others.
- ZSI provided the first curriculum and initial design to establish the department TIM (Telecommunications, Information and Media) at the Danube University Krems (University of Continuing Education)

Practically relevant

ZSI does not work in an ivory tower, but aims to impact social advancement by bridging research and application. The delivery of evidence-based fundamentals for decision making is an output of many of our projects. However, some of our projects contribute to even more direct applicability in business, society and systems of innovation.