



2020  
**CiViTAS**  
Cleaner and better transport in cities

**DESTINATIONS**



## D1.6

### Project Data Management Plan – second edition (M18)

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## Abstract

Based on the framework set out by Ethics Compliance Report (D1.1), the Project Data Management Plan (PDMP) identifies the data collected/managed by the project in the reference period. Furthermore, the Project Data Management Plan (PDMP) describes the procedures adopted for data collection, management and processing for the horizontal (HZ) WPs (WP8, WP9, WP10). The Project Data Management Plan (PDMP) is delivered on the contribution of the HZ WP leaders.

On the other hand, the Local Data Management Plan (LDMP) describes how data are collected, managed, processed and made openly available (eventually) by the project sites.

PDMP and LDMP together represent the tools allowing the DESTINATIONS Ethics Review Board (ERB) to check the compliance of project activities with the guidelines and indications defined in the Ethics Compliance Report (D1.1) along the whole project lifetime.

The Project Data Management Plan (PDMP) was produced in M6 (February 2017) and is updated yearly according to the approach indicated in the DoA. Each version of the PDMP is an integration of the previous one (data collected in the current period added to data collected in the previous period), so the latest version can replace the former one.

To reach this objective, the consortium defined an on-going procedure for data collection which is set on a six-month period. Due to the wide range of data collected/managed by the project along its whole lifecycle, this approach allows the consortium to better explore the data typologies period by period according to the progress of the project activities and to integrate the PDMP/LDMP accordingly.

This is the second edition of Project Data Management Plan (PDMP) related to the project activities carried out until M18 (February 2018).

## Project Partners

Organisation	Country	Abbreviation
Horários do Funchal, Transportes Públicos	HF	PT
Agência Regional da Energia e Ambiente da Região Autónoma da Madeira	AREAM	PT
Câmara Municipal Do Funchal	CMF	PT
Secretaria Regional da Economia Turismo e Cultura	SRETC	PT
Agência Regional para o Desenvolvimento da Investigação, Tecnologia e Inovação	ARDITI	PT
Limassol Tourism Development and Promotion Company Ltd	LTC	CY
Municipality of Limassol	LIMA	CY
Stratagem Energy Ltd	STRATA	CY
Dimos Rethimnis	RETH	EL
The Research Committee of the Technical University of Crete	TUC	EL
Comune Di Rio Marina	RM	IT
Comune Di Portoferraio	PF	IT
MemEx S.R.L.	MEMEX	IT
Authority for Transport in Malta	TM	MT
Valletta Kunsilli Lokali – Valletta Local Council	VLC	MT
Universita ta' Malta	UoM	MT
Ministry of Tourism	MOT	MT
Guaguas Municipales sociedad anonima	Guaguas	ES
CINESI S.L consultoria de transport	CINESI	ES
Ayuntamiento de Las Palmas de Gran Canaria	LPGC	ES
Ingeniería Electrónica Canaria S.L	INELCAN	ES
Sociedad Municipal de Aparcamientos de Las Palmas de Gran Canaria	SAGULPA	ES
Euro Project Consult	EPC	FR
Istituto di Studi per l'Integrazione dei Sistemi	ISINNOVA	IT
European Integrated Project	EIP	RO
Sustainable Services	GV21	ES
Vectos (South) Ltd	VECTOS	UK
Conférence des régions Périphériques Maritimes d'Europe	CPMR	BE

## Document History

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21/08/2017	A. Liberato (MemEx) C. Sessa (ISINNOVA) S. Faberi (ISINNOVA) L. Bouzoubaa (EPC) J. Perez Cerezo (GV21)	Integration of the description of data and management procedures for WP8 (Task 8.2), WP9 and WP10. Period M7-M12	Draft	
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Dissemination Level: PC = Project Coordinator, PM = Project Manager, SM=Site Manager, TC=Technical Coordinator, WPL= Workpackage Leader, PEM= Project Evaluation Manager, PDM= Project Dissemination Manager

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# 1 Executive Summary

Throughout the whole work programme, the CIVITAS DESTINATIONS project embeds the process of data management, and the procedure of compliance to ethical/privacy rules set out in the Ethics Compliance Report (D1.1). The data management procedures within the CIVITAS DESTINATIONS project arise within the detail of the work, and not with the overall raison d'être of the project itself, which is part of the EC Horizon 2020 programme, Mobility for Growth sub-programme.

D1.6 represents the second edition of the Project Data Management Plan (PDMP) related to the data collected, handled and processed by the CIVITAS DESTINATIONS project in the horizontal (HZ) WPs until February 2018.

According to the guidelines and indications defined in the Ethics Compliance Report (D1.1), the overall approach to data management issues adopted by the CIVITAS DESTINATIONS project is described in section 2.2.

The Project Data Management Plan is structured as follows:

- Section 2 provides the introduction to the role of the Project Data Management Plan (PDMP) in the project.
- Section 3 identifies the different typologies of data managed by the whole CIVITAS DESTINATIONS project (the data described are cumulated since the beginning of the project until M18).
- On the basis of the data typologies identified in section 3, section 4 details the specific data collected and generated by CIVITAS DESTINATIONS (the data described are cumulated since the beginning of the project until M18).
- Section 5 focuses on Horizontal (HZ) WPs and it specifies the data managed/processed and the procedures adopted (when applicable) at this level.

## 2 Introduction

### 2.1 Objectives of the CIVITAS DESTINATIONS project

The CIVITAS DESTINATIONS project implements a set of mutually reinforcing and integrated innovative mobility solutions in six medium-small urban piloting areas in order to demonstrate how to address the lack of a seamless mobility offer in tourist destinations.

The overall objective of the CIVITAS DESTINATIONS project is articulated in the following operational goals:

- Development of a Sustainable Urban Mobility Plan (SUMP) for residents and tourists focusing on the integrated planning process that forms the basis of a successful urban mobility policy (WP2);
- Development of a Sustainable Urban Logistics Plan (SULP) targeted on freight distribution processes to be integrated into the SUMP (WP5);

- Implementation and demonstration of pilot measures to improve mobility for tourists and residents (WP3-WP7);
- Development of guidelines to sites for stakeholder engagement (WP2-WP8);
- Development of guidelines to sites for the definition of business models to sustain the site pilot measures and the future implementation of any other mobility actions/initiatives designed in the SUMP (WP8);
- Development of guidelines to sites for the design, contracting and operation of ITS (WP8);
- Evaluation of results both at the project level and at site level (WP9);
- Cross-fertilization of knowledge and best practice replication including cooperation with Chinese partners (WP10);
- Communication and Dissemination (WP11).

## 2.2 Role of PDMP and LDMP in CIVITAS DESTINATIONS

The role and the positioning of the PDMP within the whole CIVITAS DESTINATIONS project (in particular with the Ethics Compliance Report, D1.1) is detailed in the following:

- The PDMP specifies the project data typologies managed in CIVITAS DESTINATIONS;
- Based on the identified data typologies, the PDMP details the data which are collected, handled, accessed, and made openly available/published (eventually). The PDMP provides the structure (template) for the entire Data Management reporting both at Horizontal (WP8, WP9, WP10) and Vertical (from WP2 to WP7) level;
- The LDMP (D1.9) describes the procedures for data management implemented at site level.

## 2.3 PDMP lifecycle

The CIVITAS DESTINATIONS project includes a wide range of activities spanning from users' needs analysis of the demonstration measures, including SUMP/SULP (survey for data collection, assessment of the current mobility offer which could include the management of data coming from previous surveys and existing data sources, personal interviews/questionnaires, collection of requirements through focus groups and co-participative events, etc.) to the measures operation (data of users registered to use the demo services, management of images for access control, management of video surveillance images in urban areas, infomobility, bookings of mobility services, payment data/validation, data on the use of services for promotion purpose: green credits, etc.) and to data collection for ex-ante evaluation to ex-post evaluation.

Data can be grouped in some main categories, but the details vary from WP to WP (in particular the demonstration ones) and from site to site.

Due to the duration of the project, data to be managed will also evolve during the project lifetime.



For the abovementioned reasons, the approach used for the delivery of the PDMP and LDMP is to restrict the data collection in each six-monthly period: this will also allow the project partners, in particular Site Managers, to keep track of and control the data to be provided.

This version of the PDMP covers the period of project activities until February 2018.

### 3 Data collected and processed in CIVITAS DESTINATIONS

The CIVITAS DESTINATIONS project covers different activities (identified in section 2.1) and deals with an extended range of possible data to be considered.

The term “data” can be related to different kinds/sets of information (connected to the wide range of actions taking place during the project).

A specification of the “data” collected/processed in DESTINATIONS is required together with a first comprehensive classification of the different main typologies involved.

In particular, data in DESTINATIONS can be divided between the two following levels:

- 1) Data collected by the project;
- 2) Data processed/produced within the project.

**Data collected** by the project can be classified in the following main categories:

- Data for SUMP-SULP elaboration (i.e. baseline, current mobility offer, needs analysis, etc.);
- Data required to set up the institutional background to support SUMP-SULP elaboration, design and operation of demo measures;
- Data for the design of mobility measures in demo WPs (i.e. baseline, current mobility offer, needs analysis, etc.);
- Data produced in the operation of demo mobility measures (i.e. users’ registration to the service, validation, transactions/payment, points for green credits, etc.);
- Data collected to carry out the ex-ante and ex-post evaluation;
- Data required to develop guidelines supporting the design/operation of demo measures;
- Data used for knowledge exchange and transferability;
- Data used for dissemination.

Data collected by the CIVITAS DESTINATIONS project are mainly related to local activities of the demonstration measures design, setup and implementation. This process deals mostly with responsibilities of Site Managers. This is reflected in the production of the LDMP for which each site provides its contribution.

**Data processed/produced** by the project are mainly:

- SUMP/SULP;



- Demonstration measures in the six pilot sites;
- Outputs coming from WP8 (business principles and scenarios, ITS contracting documents, etc.), WP9 (evaluation) and WP10 (transferability).

Regarding this data, the data management process deals mostly with responsibilities of Horizontal WP Leaders/Task Leaders and they are described in this Deliverable.

The activities which have taken place since the beginning of the CIVITAS DESTINATIONS project are the following (here the reporting is restricted to the activities of interest for the data management process):

- **WP2** – collection of information on SUMP baseline
- **WP3, WP4, WP6, WP7** – User needs analysis and design/implementation of demonstration services and measures.
- **WP5:** collection of information on Sulp baseline. User needs analysis and design of demonstration services and measures.
- **WP8**
  - Task 8.1 – Stakeholder mapping exercise detailing the organisations in each of the six sites which have differing levels of power and interest in the site measures. This included the collection of the names and email addresses of key individual contacts in these organisations and phone numbers. Development of guidelines in how to engage the identified stakeholder
  - Task 8.2 – Elaboration of the documents for the call for tender for sub-contracting professional expertise on business model training and coaching activities to be provided to the project sites. Launch of tender, collection of participants offers, evaluation of the offers and awarding of the tender to META Group srl. Coordination of sub-contracting activities by ISINNOVA.
  - Task 8.3 – Provision of guidelines for the design of ITS supporting demo measures, provision of guidelines for tendering/contracting ITS, provision of guidelines for ITS testing.
- **WP9**
  - Task 9.1 and 9.3: Identification of indicator categories for ex-ante/ex-post evaluation. Continuous coordination activity in order to support LEMs (Local Evaluation Managers) and discuss the definition of their measures impact indicators (in accordance with the guidelines distributed in December 2016), the preparation of the local Gantt charts and the setting of the ex-ante impact evaluations. Close and continuous cooperation with the SATELLITE project.
  - Task 9.2: Preparation and delivering of the draft evaluation report (delivered 4<sup>th</sup> of July 2017)
- **WP10**
  - Participation to ITB-China 2017

- Launch of platform of followers

## 4 Detail of data categories

In the following the typologies of “sensible” data produced, handled or managed by these activities are identified. The description of the data management procedure is provided in section 5 (for Horizontal WPs) and in D1.9 (for demo WPs and site activities).

### WP2

#### Task 2.2-Task 2.3 Mobility context analysis and baseline

Data collection/survey for SUMP elaboration:

- Census/demographic data;
- Economics data;
- Tourists flow;
- Accessibility in/out;
- O/D matrix;
- Data on network and traffic flow (speed, occupancy, incidents, etc.);
- Emissions/Energy consumption;
- Pollution;
- Questionnaires on travel behaviour, attitudes, perceptions and expectations;
- On-field measuring campaign carried out during the data collection phase.

#### Task 2.6 Smart metering and crowdsourcing

Automatic data collection supporting SUMP development:

- Traffic flow;
- Passenger counting.

### WP3

#### Task 3.2 User needs analysis, requirements and design

Data collection/survey for safety problem assessment at local level and design of demo measures:

- Data about network, cycling lanes, walking paths, intersections, crossing points, traffic lights;
- Traffic data (combined with WP2),
- Road safety statistics (number of incidents on the network, etc.) combined with WP2;

- Emissions/Energy consumption (combined with WP2);
- Survey on users' needs and expectations;
- Reports coming from stakeholder and target users focus group;
- Statistics produced by Traffic Management System, Traffic Supervisor or similar.

## WP4

### Task 4.2 User needs analysis, requirements and design

Data collection/survey for extension/improvement of sharing services and design of demo measures:

- Data on sharing/ridesharing service demand;
- Data on sharing/ridesharing service offer;
- Statistics produced by the platform of management of bike sharing already operated (registered users, O/D trips, etc.);
- Survey on users' needs and expectations;
- Reports coming from stakeholder and target users focus group.

Data collection/survey for take up of electrical vehicles and design of demo measures:

- Data on the demand of electrical vehicles and recharge points;
- Data on the offer of electrical vehicles and recharge points;
- Survey on users' needs and expectations;
- Reports coming from stakeholder and target users focus group.

### Task 4.4/Task 4.5/Task 4.6 Demonstration of demo services

Data collection during service demonstration

- Registered service users and related info;
- Data collecting during the service operation.

## WP5

### Task 5.2 Logistics context and user needs analysis for piloting services on freight logistics

Data/collection surveys for Sulp elaboration:

- Network/traffic data (combined with WP2);
- Data on shops, supply process, logistics operators, etc.;
- Energy/emissions consumption (combined with WP2);
- On-field measuring campaign carried out during the data collection phase;

- Questionnaires/survey on supply/retail process;
- Reports coming from stakeholder and target users focus group.

Data/collection surveys for demo logistics services

- Data related to the used cooked oil collection process currently adopted;
- Survey on users' needs and expectations;
- Reports coming from stakeholder and target users focus group.

#### Task 5.6/Task 5.7 Demonstration of demo services

Data collection during service demonstration

- Registered service users and related info;
- Data collecting during the service operation.

### **WP6**

#### Task 6.2 User needs analysis, requirements and design

Data/collection for the design of demo measures for increasing awareness on sustainable mobility:

- Network/traffic data (combined with WP2);
- Energy/emissions consumption (combined with WP2);
- Data on mobility and tourist “green services”, green labelling initiatives and promotional initiatives already under operation;
- Survey on users' needs and expectations;
- Reports coming from stakeholder and target users focus group.

Data/collection for the design of demo measures for mobility demand management:

- Survey on users' needs and expectations;
- Reports coming from stakeholder and target users focus group.

#### Task 6.4/Task 6.5/Task 6.6 Demonstration of demo measures

Data collection during service demonstration

- Registered service users and related info;
- Data collecting during the service operation

**WP7****Task 7.2 User needs analysis, requirements and design**

Data/collection for the design of demo measures for Public Transport services:

- Data on PT service demand;
- Data on PT service offer;
- Statistics produced by the systems already operated (i.e. ticketing);
- Survey on users' needs and expectations;
- Reports coming from stakeholder and target users focus group.

**Task 7.4/Task 7.5/Task 7.6 Demonstration of demo measures**

Data collection during service demonstration.

**WP8****Task 8.1**

- Data on stakeholders:
  - Contact names of individuals working at the stakeholder organisations
  - Email addresses of the individuals
  - Phone numbers of the stakeholder organisations

**Task 8.2**

- Information provided by tender participants in their offer:
  - General information of the tender participants (contact details and address, authorized signature and subcontracting, declarations)
  - Information to prove the professional and technical capability to carry out the activities requested in the tender (description of proposed methodology, curriculum vitae of the experts)
- Information supporting CANVAS development for relevant measures in the sites

**Task 8.3**

N/A – The data collected in this WP in the reference period are not included in the list of “sensible” data identified in D1.1.

**WP9****Task 9.2 – Task 9.3 – Task 9.4 Evaluation Plan, Ex-ante/Ex-post evaluation**

- Baseline (BAU): baselines are calculated in different ways, including surveys and according to the measures the baselines refer to. The used data are highlighted below:
  - Economic impacts (operating revenues, investment costs, operating costs)
  - Energy consumption (fuel consumption, energy resources)
  - Environmental impacts (air quality, emissions, noise)
  - Sustainable mobility (modal split, traffic level, congestion level, vehicle occupancy, parking, public transport reliability and availability, opportunity for walking, opportunity for cycling, bike/car sharing availability, road safety, personal safety, freight movements)
  - Societal impacts (user acceptance, awareness and satisfaction, physical accessibility towards transport, car availability, bike availability);
  - Health impacts.

**WP10****Task 10.4 – Cross-fertilisation among consortium members and beyond**

- Information provided by tender participants in their offer
- Management of personal data required to register to the platform

**Task 10.5 – International cooperation in research and innovation in China**

- Data to prepare a collective brochure in Mandarin per site (as detailed below)
- Contacts (name, phones, contact address, emails...) and business cards collected by visitors to 2017 ITB-China DESTINATIONS boots (in English, but mostly in Mandarin)

**WP11**

N/A – The data collected in this WP in the reference period are not included in the list of “sensible” data identified in D1.1.

## 5 Data Management Plan

### 5.1 WP2-WP7

The Data Management Plan for the demonstration measures (WP2-WP7) is detailed in Deliverable D1.9 – Local Data Management Plan (LDMP) – second edition (M1-M18).

## 5.2 WP8

For each of the data categories identified in section 4, the following table describes the management procedures.

<b>WP8 – Task 8.1</b>		
<b>Stakeholder mapping</b>		
<b>Data management and storing procedures</b>		
8.1.1	How data collected by sites are stored?	Data has been inputted by the six cities into proforma Excel files, issued by Vectos (electronic format)
8.1.2	Please detail where the data are stored and in which modality/format (if applicable)	Information provided by the six cities is stored in Vectos internal server in electronic format.
8.1.3	How data are used (restricted use/public use)? Are they made publicly available?	Email addresses and individuals' names are restricted and are only for the use of the sites when liaising with stakeholders.
8.1.4	Who is the organization responsible for data storing and management?	<p>Vectos, Paul Curtis is overall responsible for the collation of the data and storing centrally on the Vectos server. The six site managers are responsible for the storing of their respective stakeholder data, with the following variances:</p> <ul style="list-style-type: none"> <li>• Andreia Quintal, HF (individual names, individual email addresses stored internally by Vectos)</li> <li>• Antonio Artiles Del Toro, GUAGUAS (organisation phone numbers and individual email addresses stored internally by Vectos)</li> <li>• Maria Stylianou, LTC (data stored internally only)</li> <li>• Alexandra Ellul, TM (individual names, individual email addresses stored internally by Vectos)</li> <li>• Stavroula Tournaki, TUC – (data held internally only)</li> <li>• Renato Bellini, Elba – (data held internally only)</li> </ul>
8.1.5	By whom (organization, responsible) data are accessible?	Data is accessible to Vectos via the internal server. It is also accessible by each site partner - who provided the details via their servers.

**Table 1: Description of WP8 (Task 8.1) data management procedures (stakeholders mapping)**



<b>WP8 – Task 8.2</b>		
<b>Management of the call for tender for the selection of expert support for business development for the more relevant site measures</b>		
<b>Data management and storing procedures</b>		
8.2.1	How data collected by tender participants are stored?	Tender participants have sent their offer in electronic format
8.2.2	Please detail where the data are stored and in which modality/format (if applicable)	Information provided by the participants are stored in ISINNOVA archive in electronic format. Details of awarded participant (META Group srl) have been also forwarded to ISINNOVA accounting system for the management of payment procedures.
8.2.3	How data are used (restricted use/public use)? Are they made publicly available?	Information are restricted and they are managed in accordance with confidentiality rules required for tender management. Information will not be made publicly available
8.2.4	Who is the organization responsible for data storing and management?	ISINNOVA, Ms. Loredana MARMORA
8.2.5	By whom (organization, responsible) data are accessible?	Data have been accessed by ISINNOVA team involved in the tender management and awarding and by the members of the evaluation board (3 people from ISINNOVA and 2 people from Madeira).  Data related to the awarded participant (META Group srl) are also available to ISINNOVA accounting staff for payment management

**Table 2: Description of WP8 (Task 8.2) data management procedures – call for tender**

### 5.3 WP9

For each of the data categories identified in section 4, the following table describes the management procedures.

<b>WP9</b>		
<b>Data management and storing procedures</b>		
9.7.1	How data collected by sites related to ex-ante evaluation are stored?	Ex ante and ex post data collected by the Local Evaluation Manager (LEMs) and Site Managers are stored in an ad hoc Excel file according to a structured data collection template.
9.7.2	Please detail where the data are stored and in which modality/format (if applicable)	
9.7.3	How data will be used?	These data will be then transposed to the Measures Evaluation Report according to the format provided by the SATELLITE project. They will be used under an aggregated format.
9.7.4	Who is the organization responsible for data storing and management?	ISINNOVA
9.7.5	By whom (organization, responsible) data are accessible?	Data are accessible by the ISINNOVA evaluation manager (Mr. Stefano Faberi) and his colleagues.

**Table 3: Description of WP9 data management procedures**

## 5.4 WP10

For each of the data categories identified in section 4, the following table describes the management procedures.

<b>WP10</b>		
<b>Participation to ITB China 2017</b>		
<b>Data management and storing procedures</b>		
10.1.1	How data collected by sites are stored?	Data collected from the site are included in a promotional brochure in Mandarin.
10.1.2	Please detail where the data are stored and in which modality/format (if applicable)	The business cards collected by GV21 during the ITB-China trade fair (and collateral events) have been used to send a follow-up email and allow to identify follow-up actions that could be conducted by the sites (possibly outside the project as no budget for ITB China 2017's follow-up actions allocated in the DESTINATIONS project). No specific archive has been created to store those business cards' data.
10.1.3	How will be data used?	
10.1.4	Who is the organization responsible for data storing and management?	GV21
10.1.5	By whom (organization, responsible) data are accessible?	Data are accessible by GV21 (Mrs. Julia Perez Cerezo) and her colleagues.

**Table 4: Description of WP10 data management procedures (ITB China 2017 participation)**

<b>WP10</b>		
<b>Management of the call for tender for the selection of IT provider in charge of the setup of the platform of followers</b>		
<b>Data management and storing procedures</b>		
10.2.1	How data collected by tender participants are stored?	Tender participants have sent their offer in electronic format
10.2.2	Please detail where the data are stored and in which modality/format (if applicable)	Information provided by the participants are stored by the Project Dissemination Manager (PDM) and the CPMR Financial services. Data are stored in electronic format on the CPMR server.
10.2.3	How data are used (restricted use/public use)? Are they made publicly available?	The data stored were used to evaluate and select the successful bidder. They are available in case of INEA audit.
10.2.4	Who is the organization responsible for data storing and management?	CPMR
10.2.5	By whom (organization, responsible) data are accessible?	Data are accessible by CPMR (Mr. Panos Coroyannakis) and his colleagues. The offers have been shared with the Project PCO & PM teams via emails.

**Table 5: Description of WP10 data management procedures (tender for platform for followers)**

<b>WP10</b>		
<b>Follower registration to the DESTINATIONS platform</b>		
<b>Data management and storing procedures</b>		
10.3.1	How data collected are stored?	The data are collected and stored on the platform's administration site.
10.3.2	Please detail where the data are stored and in which modality/format (if applicable)	The site is on the server of the platform designer INEVOL  The data will only be used to invite the followers to join the platform by sending a password to qualified followers.
10.3.3	How will be data used?	
10.3.4	Who is the organization responsible for data storing and management?	CPMR  The PLATFORM designer organisation INEVOL
10.3.5	By whom (organization, responsible) data are accessible?	Data are accessible by CPMR personnel Mr. Panos Coroyannakis, Mr. Stavros Kalognomos and the platform designers INEVOL.

**Table 6: Description of WP10 data management procedures (operation of platform for followers)**