

# D4.4 STARS EU Technology Transfer Office (K&TTO)

**Type:** *Platform for communication*

**Description:** *A marketplace where the alliance offer its research services. This includes research infrastructure, research topics and consultancy services.*

**Language:** *English*

20/09/2024



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# D4.4 STARS EU Knowledge and Technology Transfer Office (STARS EU K&TTO)

<https://starseu.org/knowledge-and-technology-services/>

The European Union thrives on innovation. But brilliant ideas gathering dust in labs won't propel us forward. That's where knowledge and technology transfer come in. It's the bridge between groundbreaking research and real-world applications. Universities are the engines of discovery, but they can't operate in a vacuum. Here's where the European Universities Alliances (EUA) play a crucial role. We need to foster collaboration with industry, firms, and public bodies. Imagine a doctor at a public hospital collaborating with a medical tech firm on a university's new diagnostic tool. This kind of partnership brings research to life, benefiting patients and boosting the economy.

Knowledge transfer isn't just about patents and products. It's about sharing best practices, training workforces, and fostering a culture of continuous learning. Knowledge transfer is the key to unlocking a brighter future for all. The STARS EU Knowledge and Technology Transfer Office (in short, STARS EU K&TTO) is intended to be a gateway for the demand for services based on the knowledge and technology solutions generated in STARS EU partner universities.



Home Partners Services Co-creation Structures Thematic Interest Groups

## STARS EU Knowledge and Technology Transfer Office

Catalogue of Services

### The European Alliance of Universities STARS EU

The European Alliance of Universities STARS EU has established its own Knowledge and Technology Transfer Office (K&TTO) to offer, to its regions of influence and all productive sectors, one of the largest technological offers in the entire the EU.

The nine partners of the alliance are: Polytechnic Institute of Bragança (IPB), Portugal; Cracow University of Technology (CUT), Poland; Silesian University in Opava (SUO), Czech Republic; Hanze University of Applied Sciences (HUAS), Netherlands; Bremen University of Applied Sciences (HSB), Germany; University of Franche-Comté (UFC), France; University West (UV), Sweden; Aleksander Moisiu University of Durrës (AMU), Albania; and University of La Laguna (ULL), Spain.

Figure 1: Capture of header of the STARS EU K&TTO webpage

Our platform for communication presents STARS EU K&TTO as a showcase for the transfer services of its partner universities, to promote collaboration and to broaden the range of



services that each can provide in their natural environments of influence. You have all the information and the catalog of technological services in the following link:

<https://starseu.org/knowledge-and-technology-services/>

Our business card starts with more than 60 technological services covering the fundamental scientific areas. This offer will be in continuous expansion, attending the dynamic of each partners and their knowledge generation. This first selection is the selected high quality and more experienced in transfer actions.

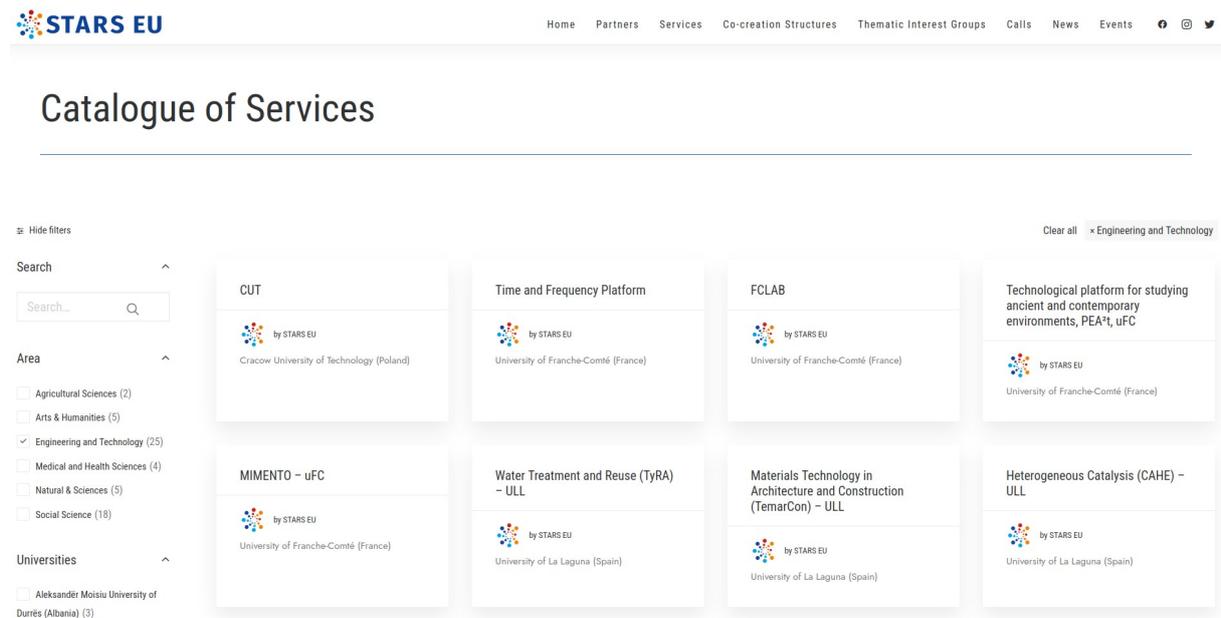
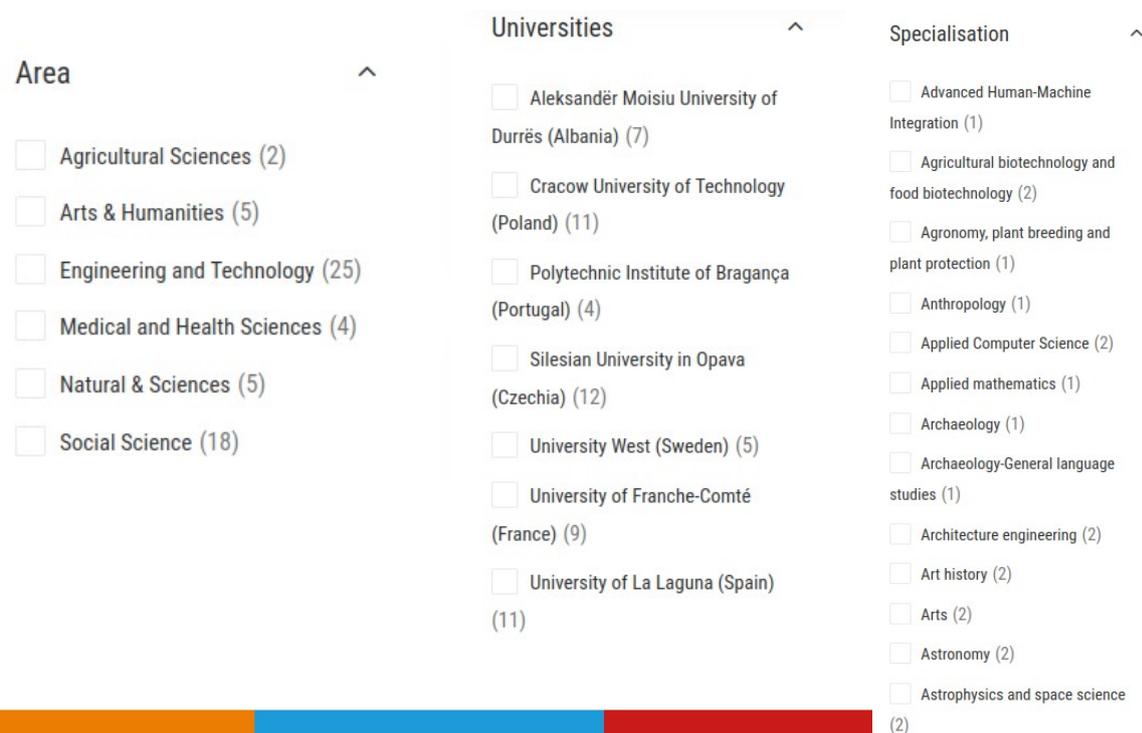


Figure 2: Capture of some samples of Catalogue of Services of the STARS EU K&TTO

The customer can filter the catalog by several fields:



## Contact form

<p><b>Organization*</b></p> <input type="text" value="Organization"/>	<p><b>Person of contact*</b></p> <input type="text" value="Person of contact"/>
<p><b>Professional sector*</b></p> <input type="text" value="Professional sector"/>	<p><b>Email*</b></p> <input type="text" value="Email"/>
<p><b>Telephone (optional)</b></p> <input type="text" value="Telephone (optional)"/>	<p><b>Preferred language*</b></p> <input type="text" value="Nederlands"/>
<p><b>Country of residence*</b></p> <input type="text" value="Country of residence*"/>	
<p><b>Description of the requested service (please give a basic info on your request to help us to identify the best solution available)</b></p> <input type="text" value="Description of the requested service (please give a basic info on your request to help us to identify the best solution available)"/>	

### UNIVERSITÉ DE FRANCHE-COMTÉ

#### Time and Frequency Platform

**Scientific Area:** Ultra-high precision Metrology in Time & Frequency.

**Name of the service:** Time and Frequency Platform.

**Main responsible:** Enrico Rubiola, full professor, faculty director.

**Category of the service:** Technological service.

**Target group:** Academic research, laboratories of metrology (including primary labs), and industrial R&D.

**Scientific refence:**

The Time and Frequency platform is a merge of Oscillator IMP and LNE-LTFB. The former is a research facility originally funded by the ANR PIA, is dedicated to the measurement of noise, fluctuations, and short-term stability of oscillators and related com

**Offer description:**

In our scope, we provide (i) measurements, consulting, and loan of equipment for research and R&D, and (ii) measurements and certification under the highest French accreditation. Our equipment and services are accessible via (i) FEMTO Engineering and (ii) LNE-LTFB, while the director should be contacted for research collaborations.

#### Contact Form

<p><b>Organization*</b></p> <input type="text" value="Organization"/>	<p><b>Person of contact*</b></p> <input type="text" value="Person of contact"/>
<p><b>Professional sector*</b></p> <input type="text" value="Professional sector"/>	<p><b>Email*</b></p> <input type="text" value="Email"/>
<p><b>Telephone (optional)</b></p> <input type="text" value="Telephone (optional)"/>	<p><b>Preferred language*</b></p> <input type="text" value="Nederlands"/>
<p><b>Country of residence*</b></p> <input type="text" value="Country of residence*"/>	
<p><b>Description of the requested service (please give a basic info on your request to help us to identify the best solution available)</b></p> <input type="text" value="Description of the requested service (please give a basic info on your request to help us to identify the best solution available)"/>	
<input type="checkbox"/> Check here if you accept our terms (Privacy Policy)	

Submit Message

Figure 3: Captures of contact form with STARS EU K&TTO (in homepage and in catalog)

Through our contact form we will be able to attend to your service demand in a coordinated and joint manner, providing the best and most specialized solution for services of the type:

- Development of solutions based on advanced and applied research.

- Technological development of new products, processes or services.
- Technical consulting.
- Partnership in R&D&I projects
- Intellectual property licenses.
- Support for entrepreneurs to create and develop their companies.
- Training and qualification
- Scientific dissemination
- Knowledge exchange
- And many more opportunities.

For the management of this service, STARS EU partnership has established a protocol for attendance and managing future demands of service to STARS EU as European Universities Alliance (see Annex). The STARS EU K&TTO, acting as a one-stop shop, will address service requests from external customers and partner universities through a representative board structure. The main goal is to provide the best solution, develop the transfer of knowledge generated in STARS EU, promote abroad the own frontiers the expertise of STARS EU Partners and offer to market a stronger catalog of services.

The flow of demand will always be in the direction that best suits the partners and the service-demanding clients. If the client requests a solution from STARS EU, the K&TTO will consider the most advantageous possibility for the client based on the expertise of the STARS EU partners. If a STARS EU partner receives a service request that cannot fully or partially attend, it can escalate the request to the STARS EU K&TTO to provide the client with a reliable solution. Both avenues encourage cooperation between partners, not competition.

This could consist in a high added-value of our Alliance in terms of good practices sharing to enhance the connection of the universities with industrial partners in their region and even among the STARS-EU regions (collaborative projects to be developed e.g. in the spirit of S3).

As basic procedure by STARS EU, open communication, transparent decision-making, and ongoing review will be crucial for its success.



# **ANNEX**

## **Protocol for Organization, Attendance and Management of Demands of STARS EU Knowledge and Technology Transfer Office (K&TTO)**



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# Table of Contents

Introduction.....	3
1. Aims and Benefits.....	4
2. STARS EU K&TTO BOARD.....	5
2.1 Responsibilities.....	6
2.2 Composition.....	6
2.3 Attendance of K&TTO Board sessions.....	7
3. Demands and Resource Management.....	7
4. Communication and Conflict Resolution.....	7
5. Review and Updates.....	8
6. Additional Considerations.....	8



# Introduction

The European Union thrives on innovation. But brilliant ideas gathering dust in labs won't propel us forward. That's where knowledge and technology transfer come in. It's the bridge between groundbreaking research and real-world applications.

Universities are the engines of discovery, but they can't operate in a vacuum. Here's where the European Universities Alliances (EUA) play a crucial role. We need to foster collaboration with industry, firms, and public bodies. Imagine a doctor at a public hospital collaborating with a medical tech firm on a university's new diagnostic tool. This kind of partnership brings research to life, benefiting patients and boosting the economy.

Knowledge transfer isn't just about patents and products. It's about sharing best practices, training workforces, and fostering a culture of continuous learning. A small business owner in Portugal can learn energy-saving techniques from a German firm, thanks to knowledge transfer programs. By working together, we can tackle Europe's biggest challenges – climate change, digitalization, and an aging population. Knowledge transfer is the key to unlocking a brighter future for all. Let's turn our collective brainpower into tangible progress.

These alliances, networks of leading universities across Europe, are uniquely positioned to accelerate knowledge transfer. By pooling their expertise and resources in specific fields, they tackle complex challenges from a combined European perspective. Imagine a consortium of EUA universities specializing in renewable energy. They can collaborate with industry partners across the continent, not just nationally. This fosters a more efficient and impactful knowledge exchange, leading to faster development and deployment of clean energy solutions.

The STARS EU Knowledge and Technology Transfer Office (in short, K&TTO) is intended to be a gateway for the demand for services based on the knowledge and technology solutions generated in STARS EU partner universities.

It is not intended to replace or impose any changes to the existing structures at each university, but rather to make STARS EU a showcase for the transfer services of its partner universities, to promote collaboration and to broaden the range of services that each can provide in their natural environments of influence.

The flow of demand will always be in the direction that best suits the partners and the service-demanding clients. If the client requests a solution from STARS EU, the K&TTO will consider the most advantageous possibility for the client based on the expertise of the STARS EU partners. If a STARS EU partner receives a service request that cannot fully or partially attend, it can escalate the request to the STARS EU K&TTO to provide the client with a reliable solution. Both avenues encourage cooperation between partners, not competition.

This protocol establishes guidelines for attendance and managing future demands of service to STARS EU as European Universities Alliance. The STARS EU K&TTO, **acting as a one-stop shop**, will address service requests from external customers and partner universities through a representative board structure. The main goal is to provide the best solution, develop the

transfer of knowledge generated in STARS EU, promote abroad the own frontiers the expertise of STARS EU Partners and offer to market a stronger catalog of services.

This could consist in a high added-value of our Alliance in terms of good practices sharing to enhance the connection of the universities with industrial partners in their region and even among the STARS-EU regions (collaborative projects to be developed e.g. in the spirit of S3).

For this aim, open communication, transparent decision-making, and ongoing review will be crucial for its success.

## 1. Aims and Benefits

This protocol will foster a collaborative and efficient knowledge and technology transfer ecosystem within the partnership STARS EU. By clearly outlining procedures and expectations, this protocol will ensure that all partner universities have equitable access to provide high-quality services.

By implementing this protocol, the STARS EU K&TTO can efficiently evaluate service requests and assign them to the most appropriate resource, ensuring timely and high-quality service delivery to partner universities.

We declare the following **aims**:

- **More visible:** Make each partner's scientific and technical expertise, together with high level infrastructures, available through a common and wider showcase of research and services.
- **More efficient:** Increase capacities of each partner via collaboration with other partners, making all also accessible to best practices, training and know-how.
- **More attractive:** Expand the potential customers' market as part of a stronger offer.
- **More integrated:** Make each partner feel part of a larger, more beneficial and productive structure, which increases our value in our regions, our nations and Europe.

Among many others, we highlight some **benefits**:

- **Streamlined Service Access:** Partner Universities have a single point of contact for all their K&TTO offers.
- **Efficient Resource Allocation:** The STARS EU K&TTO can effectively manage its resources and workload based on demand.
- **Clear Communication:** All universities and the K&TTO benefit from clear communication channels and expectations.
- **Continuous Improvement:** The K&TTO can adapt its processes and services based on feedback.
- **Networking hub:** The K&TTO will support and promote communication with any related International, European, National or Regional structures related to transfer of technology. Here, we highlight the [Enterprise Europe Network \(EEN\)](#) with long

experience with some partners on B2B, S2B and B2S actions, and many existing networks at the industrial level in each STARS-EU region, which could play an important role to make industrial partners more familiar with know-how and technologies that are existing in our universities.

## 2. STARS EU K&TTO BOARD

The Board in this context, also referred to as the **Board of Representatives (BoR)**, is a decision-making body established specifically for the Knowledge and Technology Transfer Office (K&TTO) of STARS EU. Here's a breakdown of its key characteristics:

- **Representation:** This board is unique because it consists of one representative from each partner university in the European university partnership. This ensures all institutions have a voice and stake in the K&TTO's operations.
- **Focus:** Their primary focus is on the K&TTO, not the universities themselves. They guide and oversee K&TTO's activities, ensuring it functions efficiently and effectively to serve the needs of all partner universities.

In simpler terms, this BoR acts as a governing council specifically for the K&TTO. They represent the partner universities, ensure the K&TTO functions well, set its strategic direction, and resolve any internal conflicts.

### 2.1 Responsibilities

The BoR has three main responsibilities:

- **Oversight:** Provide overall guidance and ensure the smooth operation of the K&TTO. Between many others that BoR will decide to attend, we can highlight:
  - o Resources acquisition (Erasmus Knowledge Alliance, National Funds, other dedicated financing sources).
  - o Recognizing the needs of their units in terms of knowledge and technology transfer.
  - o Organization of training.
  - o Stimulation of participation of Consortium University & Company for dedicated R&D projects on national and international levels.
  - o Cooperation with knowledge transfer networks (e.g. EEN) at regional, national and international level.
  - o Management of common IP.
  - o Strategy of IP protection.
- **Strategic Direction:** Approve the strategic plan, charting the course for the K&TTO's activities and resource allocation.
- **Dissemination and promotion:** Support any partner initiative which help in dissemination of STARS EU's Knowledge and Technology services.

- **Dispute Resolution:** Act as the final authority in resolving any disagreements arising from service requests or cost recovery practices.

In essence, the Board acts as the governing body, setting the strategic direction, ensuring responsible use of resources, and providing a mechanism for fair resolution of any conflicts within the K&TTO's operations.

## 2.2 Composition

- The BoR will be formed by **ONE** representative from each partner university. Each partner can propose a K&T technician or a K&T directive.
- Each representative will be nominated by their respective university and should possess some expertise on knowledge and technology transfer processes. The nomination can be revised annually by each partner.
- The BoR will elect a chairperson who will serve a pre-defined term (e.g., 1-2 years) with the possibility of re-election, but a rotation system among representatives is encouraged to ensure shared leadership.

## 2.3 Attendance of K&TTO Board sessions

- Board meetings will be held to discuss service demands, resource allocation, and strategic direction of the K&TTO.
- In case of unavoidable absence, a designated alternate from the university can attend with voting rights.
- Meetings will be documented with clear minutes, capturing decisions and action items.

## 3. Demands and Resource Management

- The board will regularly review demand trends and resource capacities to ensure efficient service delivery.
- The board will hold annual strategic planning sessions (or when consider needed) to discuss anticipated future demands and identify K&TTO service needs.
- Based on these discussions, the board may recommend:
  - Expanding the scope of K&TTO services.
  - Allocating additional resources (staffing, budget) to the K&TTO.
  - Developing new expertise within the partnership, to address emerging knowledge and technology transfer needs.
  - Specialization training for board members to expand expertise.
  - Prioritization criteria for service allocation.
- The K&TTO will maintain a database of all requests, including the requesting university, nature of the request, and the resolution process.

- **Feedback and Continuous Improvement:** The K&TTO will collect feedback from partners on service delivery, to continuously improve its processes and address any emerging challenges. This can be done through post-service surveys or dedicated feedback meetings.
- The K&TTO will provide regular reports (e.g., quarterly, annually) to the STARS EU Steering Committee outlining service requests, actions taken, and relevant performance metrics.

## 4. Communication and Conflict Resolution

- The Board Chair will be responsible for clear communication with requesting customers on progress until the BoR assigns the university responsible of the service. At this point, the process is led under their own rules and procedures (MOU, Confidentiality, budget discussion, etc). In the case of collaboration, all partners involved will fix the conditions of such partnership. This procedure seeks to respect the autonomy of each STARS EU partner, national rules and the characteristics of each service provided.
- To consider the best practices and gain experience for all the partners, the service provider will report the status of the action to the BoR at least all mid and final term of the calendar fixed with the client.
- In case of conflicts of interest or disagreements regarding service allocation, the K&TTO Board will discuss and reach a consensus decision through open dialogue. The Board Chair can mediate the discussion if necessary.
- If a consensus cannot be reached, a pre-determined escalation process will be followed, which may involve seeking mediation of vice-chancellors, rector or presidents, or arbitration from an external party if it were necessary.

## 5. Review and Updates

- This protocol will be reviewed annually by the board and updated as needed to reflect changing needs and best practices.
- The K&TTO will submit annual reports to the STARS EU Steering Committee and Commission Board detailing its activities, accomplishments, and financial performance.

## 6. Additional Considerations

- **Confidentiality:** The K&TTO will establish clear procedures for maintaining confidentiality of sensitive information received from member universities during service delivery.
- **Performance Monitoring:** Metrics can be developed to track the K&TTO performance in terms of service delivery timeliness, client satisfaction, and revenue generation (if applicable).
- **Technology Utilization:** The K&TTO can explore utilizing technology tools to streamline communication, document management, and project tracking.
- **Communication:** Establishing clear communication channels between the partners' TTO, board of representatives, and university staff are crucial. This may involve regular updates, newsletters, or a dedicated online platform.
- **Training:** K&TTO staff from university partners may benefit from training on knowledge and technology transfer best practices, intellectual property management, and effective communication.
- **Intellectual Property (IP):** A clear and consistent approach to IP ownership and management will be established for all knowledge and technology transfer activities facilitated by the K&TTO.
- **Data Sharing:** A framework for data sharing between partner universities will be developed to support collaboration and knowledge exchange.