

# Capacity building workshop „Construction technologies“ Session B, Helpdesks



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# Support to helpdesks from MED-ENEC:

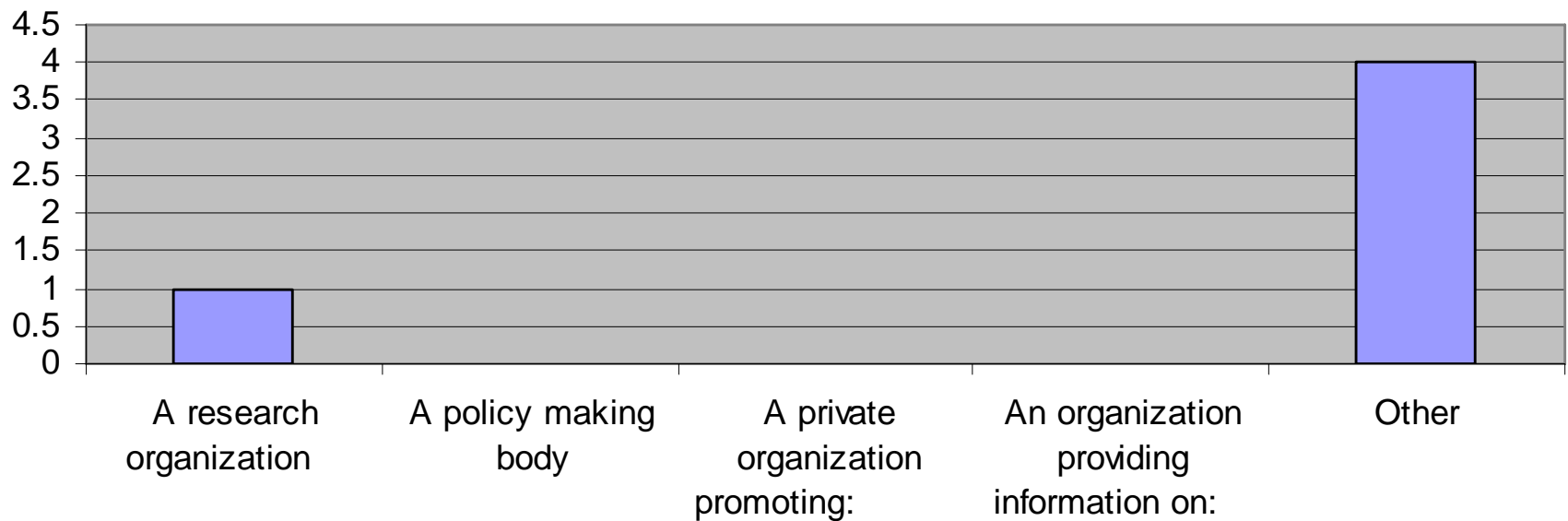
- Support to existing local helpdesks
- For EE and RE in buildings
- At least one in each MEDA country (Algeria, Egypt, Israel, Jordan, Lebanon, Morocco, Palestine, Syria, Tunisia, Turkey).
- MED-ENEC support will be in kind: training, expertise, all kind of knowledge transfer.
- Very limited support: ~5 man-days per country: so focus is essential!

## Objective:

- feed the helpdesks with ideas and best practices
- develop an action plan for MED-ENEC support
- For helpdesks to establish contact with the pilot projects
- form a network of local MED-ENEC helpdesks in all the MEDA countries

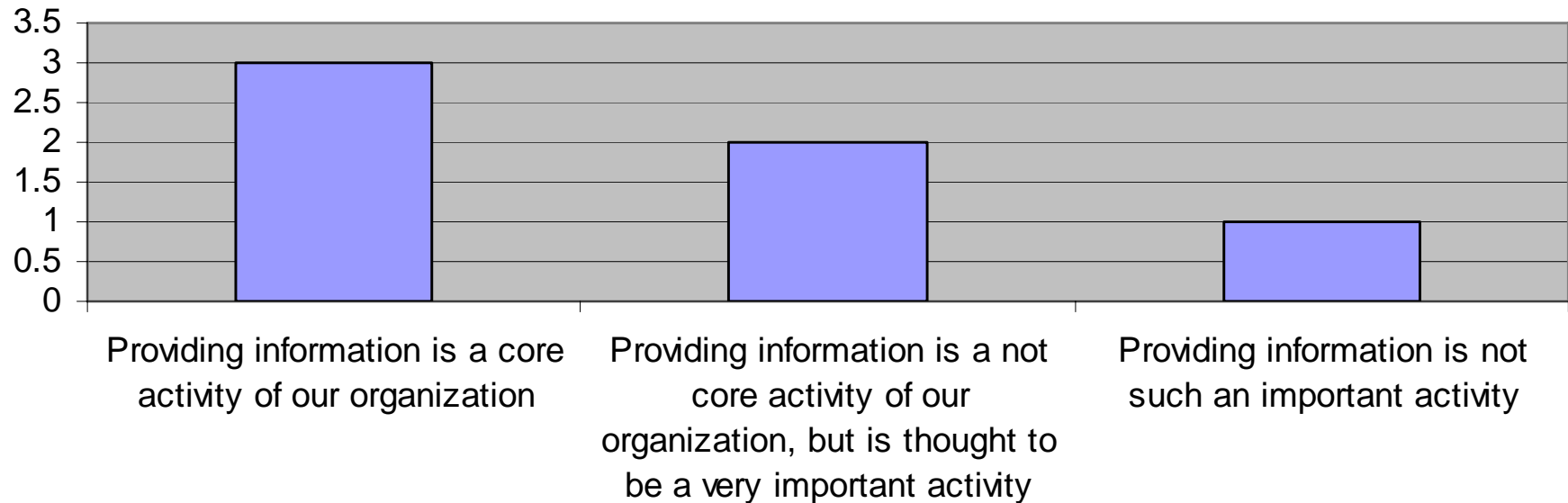
Lets now look at the response of the questionnaires

## 1. How would you describe your organisation?

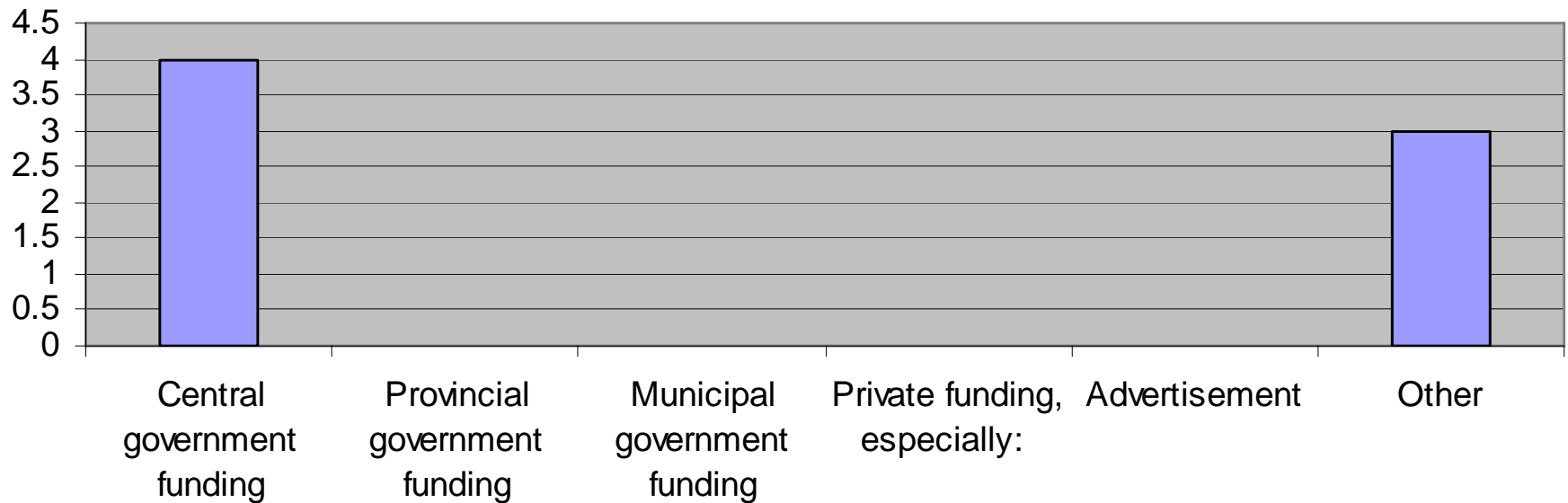


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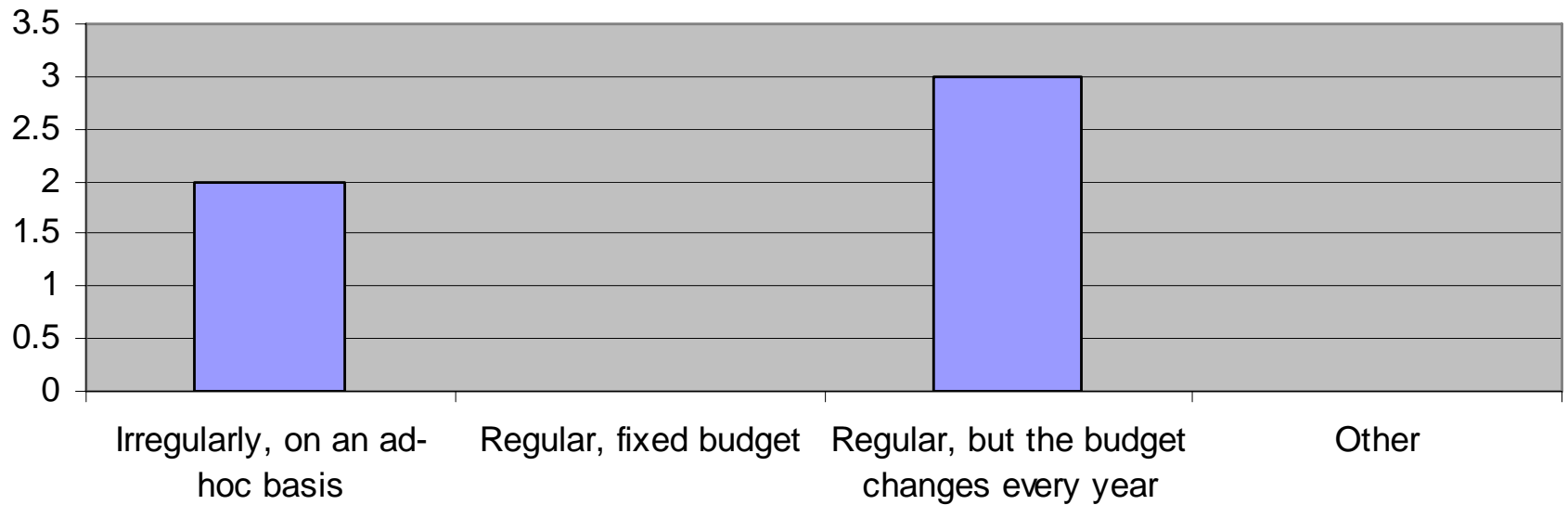
## 2. What description matches best with your helpdesk/information office?



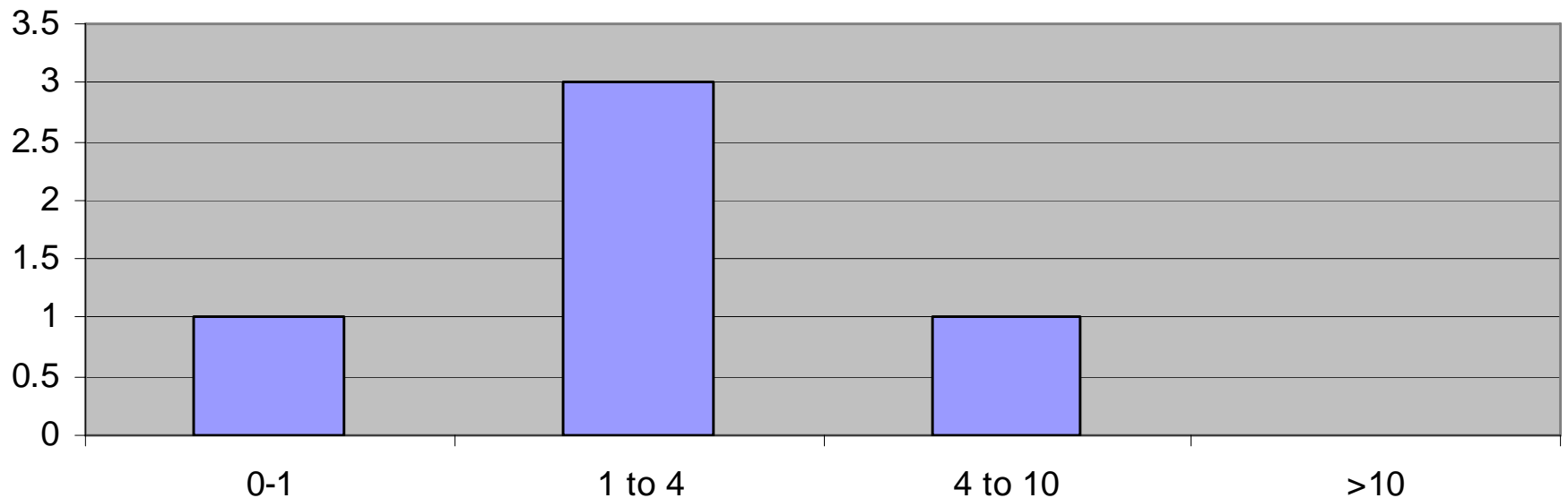
### 3. Where does the budget for your helpdesk activities come from?



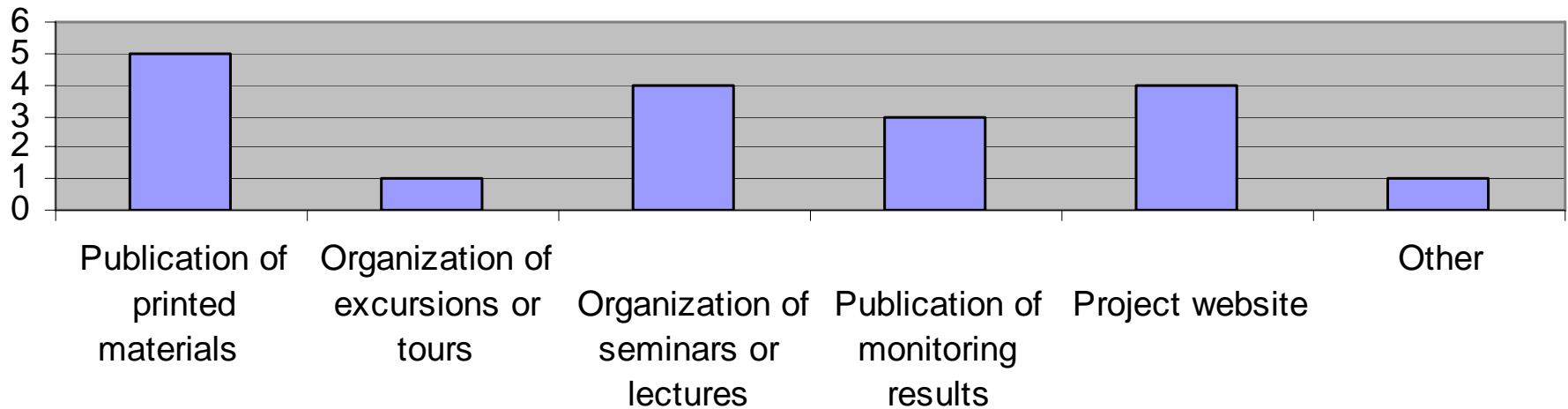
## 4. How are the helpdesk/information office's activities funded?



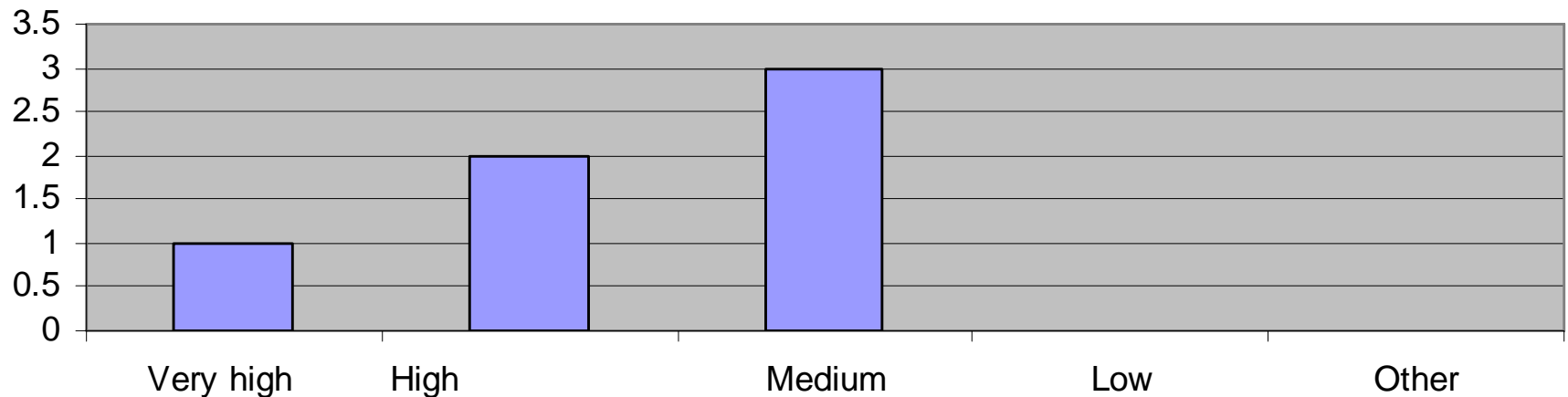
## 5. How many people (full-time equivalents) work on the helpdesk/info office function?



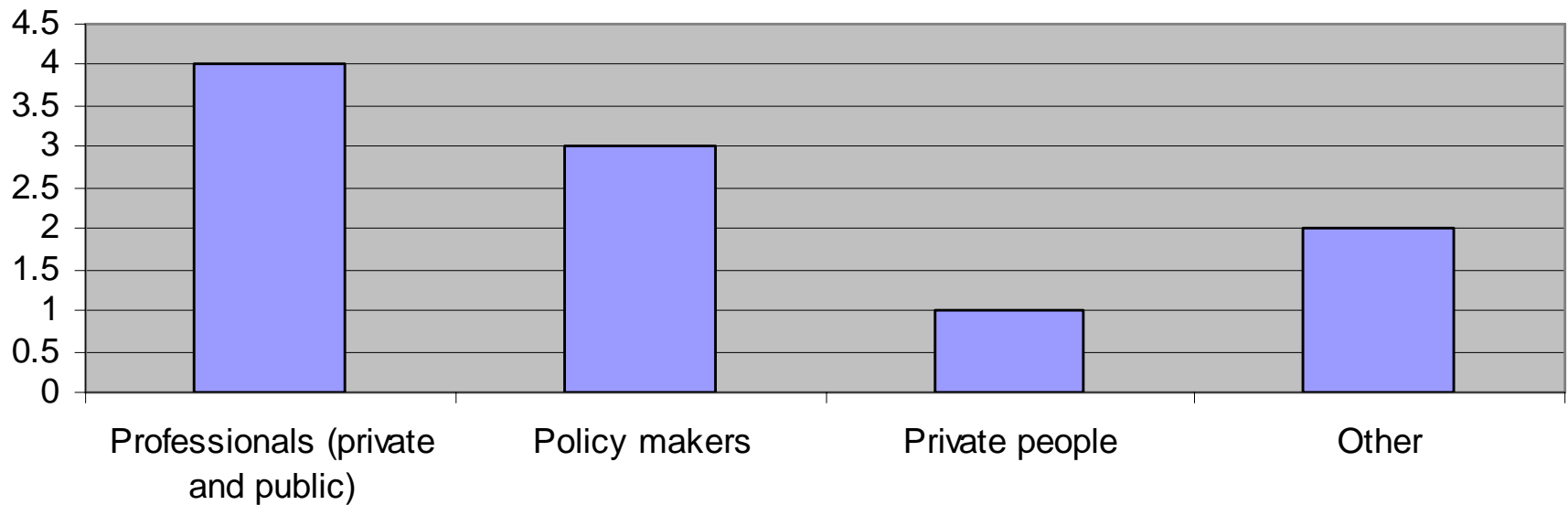
## 6. What information dissemination activities do you undertake as a helpdesk/information office?



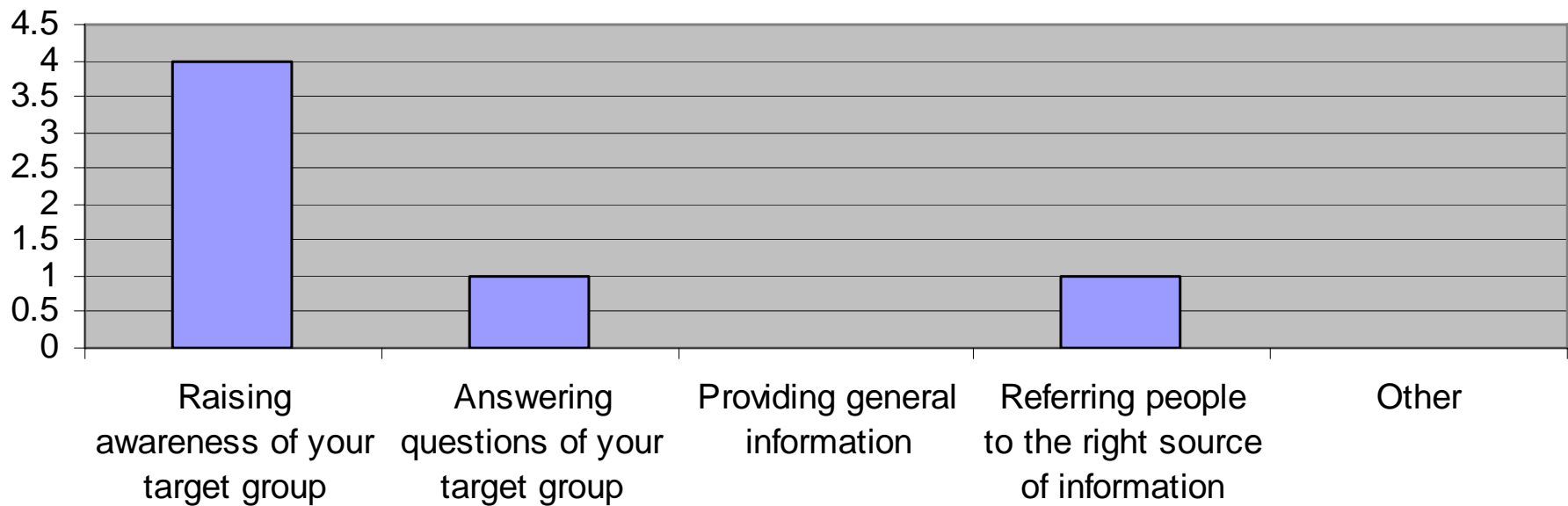
## 7. What would you say is the level of technical expertise on EE/RE in the construction sector within your organization?



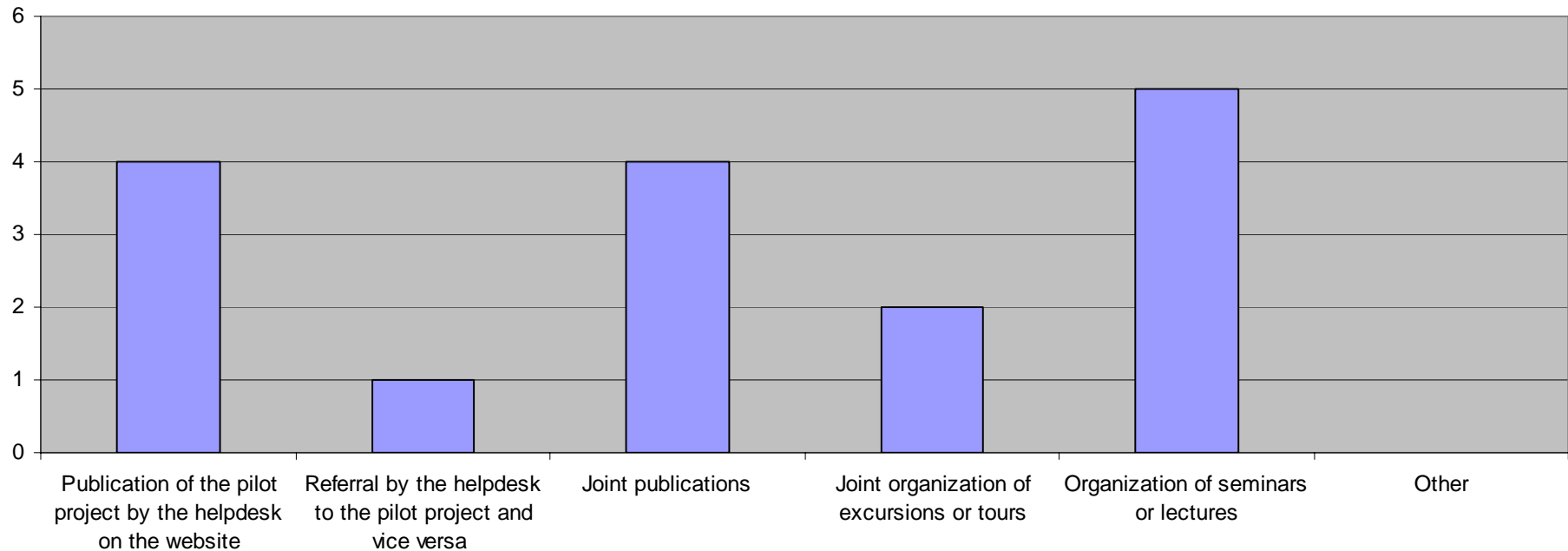
## 8. What do you see as most important target group for you as a helpdesk?



## 9. What do you think is your most important role as a helpdesk?



## 10. How could you, as a helpdesk, co-operate with the pilot project in your country?



## Helpdesk session program:

- Discussion/Questions
- See some best practices from Europe
- Evaluate the helpdesks
- Develop a plan for supporting the helpdesks
- Start of MED-ENEC support for these helpdesks

thank you for your attention

