

Capacity building workshop „new business opportunities“ Session 6, Helpdesks



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Support to helpdesks in the MED-ENEC project:

- 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: focus is essential!

What is a 'helpdesk'?

- Non-commercial point for information on RE/EE in buildings
- Transferring information from to all stakeholders into usable knowledge
- Part of (inter) national network
- Accessible through the internet

Objectives of the helpdesks:

- Strengthening of the business sector by providing advice, information and by referring
- Supporting government initiatives of EE/RE in buildings by providing information and by referring

Target group:

- Professionals (private and public) and multipliers

Procedure:

- Identify helpdesks that are in operation, professional and have steady funding
- Identify their needs
- Develop a common approach
- Start supporting these helpdesks

This session is to generate ideas for:

- the type of support the helpdesks should provide and
- how MED-ENEC could support them most efficiently

thank you for your attention