

International Federation Service Catalogue 2022

*Prepared and commented by FMC, national associations, EMT, Hubs, and individuals on 27/08/2021
adopted by FMC 18/09/2021*

This document specifies the services the International Federation of ECG seeks to provide to its member associations in terms of their definition, scope, content and accountability. Services may be provided by the federation itself or by any other ECG group or entity that has been commissioned and authorized by the International Federation.

- **Standard Services** are subject to financing by the International ECG Federation through the contributions made by every national association as defined in the General Agreement on Financial Reconciliation (GAFR).
- **Professional Services** are usually not funded by International Federation. Professional services have to be financed by their own income.

NOTE: Services can only be implemented, maintained and continued to the extent of there being sufficient and secured financial resources. The prioritisation and budgeting of standard services is prepared by the EMT (ECG Management Team) and to be agreed by the Federation Member Council (FMC) according to the budget process.

NOTE: Many of the services listed here are currently provided in a very basic manner. The services described usually specify an objective. The mission is to fulfil the described objectives within the limits of the available resources. Therefore, strong discrepancies may occur in individual cases.

No.	Service-title	Service description
Section A-D STANDARD SERVICE		
A	IT Services	✓ = currently delivered, X = we work on it, implementation planned Q4-2021 or 2022 latest.
A.1	IT Infrastructure	<p><i>IT-Infrastructure:</i></p> <p>✓ Providing a basic IT-infrastructure, aiming at using preferably open-source software, respecting ECG-Values as well as ✓ Data Privacy, ✓ Backup, ✓ Security, ✓ DPO</p> <p>✓ Single sign-on (CAS): ✓ Access to all services with one ecogood account, ✓ Service for creation of ecogood-Accounts (Account Service Tool), ✓ Self-managed password management</p>
A.2	Website	<p><i>Website:</i></p> <p>✓ Providing the technical platform of an International Website with subpages for national or regional associations and Hubs (Wordpress), preferably open-source, respecting ECG-Values and Data Privacy. International / National / Regional / Hubs all integrated on the same framework.</p> <p>Centralised Website-Administration and Website-Support, etc.</p> <p>✓ Interaction with SmartWe and Membership Content.</p> <p>X Interaction with Newsletter Service</p> <p>Excluded from this technical backbone is responsibility for website content (see external communication)</p>

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| A.3 | Members Database | <p><i>Membership Database:</i></p> <ul style="list-style-type: none">✓ <i>Centralised ECG Membership Data Management (currently: SmartWe), 2 users for each association, 1 user for hub coordinators</i>✗ <i>Basic billing services to members desirable (with exclusion of regional / national accounting service)</i>✗ <i>Integration of information about ECG Balances and ECG Audits of members</i>✓ <i>Audit and Consultant Database (Web Tool): all available databases about Consultants, Auditors, Balanced ECG organisations and ECG Balances</i> |
| A.4 | IT-Communication | <p><i>IT Communication:</i></p> <ul style="list-style-type: none">✓ <i>Centralised Email Service, preferably open-source, respecting ECG-Values and Data Privacy.</i>✗ <i>Centralised Newsletter Service, preferably open-source, respecting ECG-Values and Data Privacy.</i>✗ <i>Self-managed Mailing Lists, automatic sign-in/out and decentralised management by Local Chapter Coordinators, Hubs and Associations coordinators.</i> |

A.5

Internal Collaboration tools

Internal Collaboration Tools

- ✓ *ECG Portal: one access to all services*
- ✓ *Centralised Information Sharing Platform (WIKI). Excludes Content Management (done by partner associations or ECG movement)*
- ✓ *Shared file storage (Datacloud). Unlimited File Storage in the centralised structure (for national associations). 500 MB for each Ecogood Account Holder.*
- ✗ *Simple survey tool (Datacloud: Forms)*
- ✓ *Complex Survey Tool (Limesurvey)*
- ✓ *Shared calendar (Datacloud: Calendar)*
- ✓ *Shared contacts (Datacloud: Contacts)*
- ✓ *Internal communication tool (RocketChat)*
- ✓ *Simple Kanban Board (Datacloud: Deck)*
- ✓ *Evaluation Tool / Abstimmungstool (Datacloud: Polls)*
- ✗ *Forum / Discussion Tool*
- ✓ *Recommendation on external Video-Conferencing Services like hosted Jitsi Meet. We plan to provide a list of trustful providers*

B **Communication Services**

B.1	General Communication Service	<i>General Communication:</i> <i>International newsletter (Seedlinks), Twitter Account, Facebook Account; Corporate design; international pintables design support. Graphik and Layout Service; International merchandising products;</i>
B.2	Internal Communication Service	<i>Internal Communication:</i> <i>International newsletter (Seedlinks), International website content management, Regular contact with national Communications-liaison,</i>
B.3	External Communication Service	<i>External Communication:</i> <i>Maintain Twitter account / maintain Facebook account; International website content, Public Relations; International Press- and media work, press releases, press conferences, press and media requests, maintain international cooperation requests</i>
B.4	Lobbying / Advocacy	<i>Lobbying / Advocacy:</i> <i>monitoring and influencing decision making processes at different international political levels and subjects; EU, LatAm, UN, OECD, TTIP, CETA, public procurement, non-financial reporting directive, SDGs, etc</i>

C Administration & management Service

C.1	Community Management	<i>Community management: (currently Gus Hagelberg) Local chapter support; Delegates assembly; Internal communication, contact person to Youth Hub; Individual's hub;</i>
C.2	Project Management, PPM & IT management	<i>Project Management & PPM: (currently Luciana Cornaglia) strategic project management overview, PPM-coordinator, Coordinator of Strategy Working Group, Hubs host, Common Good Product, Association support, IT-management, IT-coordination, contact person to IT-Hub, Speakers hub & speakers coordination</i>
C.3	Strategy and Communications	<i>Strategy and Communications: (currently Bridget Knapper) Strategy; External Communication; External Cooperation; contact person to Communication hub, Organisational Development team; Diversity group;</i>
C.4	Representation & Theory Building	<i>Representation & Theory building: (currently Christian Felber) Politics and Political advocacy; ECG Academy; contact person to Ambassadors Hub, Spokespersons Hub, Science and Research Hub, Education Hub;</i>
C.5	Business and Operations	<i>Business and Operations: (currently Heidi Kharbhih) Human resources and organisational structure; Professional services; contact person to Auditors hub, Consultants hub, Matrix Development Team, Municipalities hub, Companies hub;</i>

C.6	Finance & Legal Services	<i>Finance & Legal: (currently Manfred and Katja)</i> <i>Administration and financial tasks: Business administration of IF & IPA; Legitimizing of ECG associations, accounting, payment, general procurement, contract management, Finance management, Controlling and reporting; Budgeting and financial reconciliation, office rentals;</i> <i>Contact person to Fundraising hub & fundraising coordination, Legal issues, Trade Mark, Data Protection , legal support for associations;</i> <i>Fund travel expenses of EMT-meetings and FMC meetings;</i>
C.7	ECG Label / Brand	<i>ECG Label & Brand:</i> <i>preparation & design of ECG Label & brand; protect it legally, monitor and market surveillance. Prevent misuse.</i>
C.8	External Data protection	<i>External Data protection officer service.</i>
D	Movement Support	
D.1	Delegates Assembly	<i>Delegates Assembly:</i> <i>Organise yearly international Delegates assembly, (location, equipment, technical platform), organise proposal process, facilitate event and document results. Organise hard case solution in terms of travel costs.</i>

D.2	International Fundraising	<p><i>International Fundraising:</i> <i>Coordinating fundraising projects internationally, organising trainings, finding donators for PPM projects.</i> <i>Development and establishment of a systematic and sustainable fundraising for the ECG movement. Support membership expansion. Coordinate Fundraising Hub.</i> <i>Long-term development and maintenance of fundraising relationships with various donor groups and potential supporters like companies and foundations.</i> <i>Set up a commission-based fundraising for big donors and philanthropists; build up fundraising focused on public funding.</i></p>
D.3	PPM Service	<p><i>PPM-Service</i> <i>Coordination of PPMs, Validation of PPMs, checking of documents, passing to decision making body and fundraising</i></p>
D.4	Hubs Support	<p><i>Hubs support:</i> <i>Support hubs generally, support hubs by paying travel expenses of yearly meetings according to the general procedure; support coordination roles and special projects by request trough PPM. Professional hubs should be financed by their own income.</i> <i>Maintainment and development of existing tools like Web-tool (Audit tool), calibration calculator etc. by PPM request.</i></p>
D.5	MDT Support	<p><i>MDT-support:</i> <i>Support the work of the Matrix development Team; Travel expenses; Coordination, special projects and tools by PPM-proposal. Support the collaboration of the core-hubs (Audit hub, Consultants hub, MDT and Companies hub)</i></p>
D.6	International Reception	<p><i>International Reception:</i> <i>Onboarding of new local chapters, coordination of Local Chapter Support Team, coordinating projects (e.g. Train the trainer); Coordination and Follow Up of International requests; answering requests by individuals and organisations.</i></p>

D.7	Federation and Associations Support	<i>Legal and Financial Service of International federation onboarding of new national associations; welcome fee to support the development of international structures; Support association building.</i>
D.8	Train the Trainer	<i>Train the Trainer:</i> <i>18 active individuals from the international movement have been trained in ECG to become a trainer in order to be able to train 195 regional group coordinators from the international movement. The aim is that the trainers to be trained become familiar with the structures and IT system landscape of the ECG and enable the local chapter coordinators to coordinate groups in a social democratic, motivating, appreciative and participatory manner. For national roll out of the project idea this project needs supplemental support by the national associations.</i>
D.9	ECG Academy	<i>ECG Academy:</i> <i>Work out a concept and business plan to set up a solid organizational framework for ECG educational, training and certifying institutions in Austria, Germany, and Switzerland (designed as a prototype for similar efforts worldwide); should be later run as self-financed business service.</i>
D.10	Movement Fee Management (as decided by FMC)	<i>Movement Contribution fees (10 % - fee) are paid by professional services of Auditors, Consultants, Speakers, educational trainers etc. According to the decision by FMC on 18/09/21 contributions can be collated by the International Federation or National Associations. Organise and administer the IF driven collection of the movement fees, if they are not collected by national associations. Organise and administer the use of the Movement Contribution Fees which are part of IF Budget.</i>
D.11	Accreditation and Certification service	<i>Accreditation of certifiers. Certification of auditors, consultants and speakers and other roles; Service may be provided by the federation itself or by any other ECG group or entity that has been commissioned and accredited by the International Federation.</i>

D.12	Participations and cooperations with third parties	<i>Participation and Cooperation with third parties:</i> 1. participation on Best Economy gGmbH; task: support the organisation and development of the Best Economy forum; capital share 5 k€; no operational funding needed; 2. ECG Foundation of NRW: support the foundations work with active membership of the board-meetings. no operational funds needed.
D.13	Speakers Management	<i>Coordinate speaker requests and manage low level commercial service internationally</i>

E	Business Services	Usually not funded by International Federation
E.1	ECG Consulting	<i>ECG Consulting: training of consultants, standards in consulting</i>
E.2	ECG Auditing	<i>ECG Auditing: training of auditors, standards in auditing</i>
E.3	ECG Product Management	<i>Currently no description available</i>
E.4	ECG Speakers	<i>ECG Speakers: Speaker trainings, standards in performance</i>
E.5	ECG Academy and Trainers	<i>ECG Academy and Trainers: Training of trainers, standards in training; set up quality standards; coordinate academy offers, operate academy-platforms and develop formats.</i>