
EPTA Project



Draft AGENDA

WS6 – Workshop
“The service contract management: policies in action”
TC5 - Training Course
“Good Practices for the service contract management”

Pirin Golf Hotel, Razlog, Bulgaria
October 29th – 30th, 2013

October 29 th 2013		
WS6 – Workshop		
“The service contract management: policies in action”		
9:00 - 9:30	Registration of participants	
9:30 – 9:45	Welcome and opening	KRASIMIR GERCHEV, MAYOR OF RAZLOG IVAN GYUROV, DEPUTY MAYOR OF RAZLOG
9:30 - 9:45	Introduction to EPTA project	DORA RAMAZZOTTI, SRM-BOLOGNA, ITALY
9:45 - 10:15	Service contract management: key concepts and experiences at EU level	STEVE WRIGHT, UNIABDN (UK)
10:15 - 10:45	Key issues, constraints and articles to be included in the service contract	TOMMASO BONINO, SRM – BOLOGNA (IT)
10:45 - 11:10	<i>Coffee break</i>	
11:10 – 11:30	Managing service contract: the Bulgarian case	MUNICIPALITY OF SOFIA
11:30 – 11:50	Control procedures, performance indicators, etc...: keep a simple approach	ANDREA NORMANNO, EMILIA-ROMAGNA REGION (IT)
11:50 – 12:30	Service quantity and service quality: the perspective of different actors	DIMITRA KOMNIANOU, CHRYSA VIZMPA, THEPTA (GR) - AGENCY CARLOS SOUSA, ALMADA (PT) - SMALL MUNICIPALITY
12:30 – 13:00	Q&A and END OF WORKSHOP	
13:00 – 14:30	LIGHT LUNCH	

October 30th 2013		
TC5- Training Course “Good Practices for service contract management”		
09:00 – 09:15	Registration of participants	
09:15 – 09:30	Welcome and opening	IVAN GYUROV, DEPUTY MAYOR OF RAZLOG
09:30 – 09:45	Legal framework and service contract for DRTs	TOMMASO BONINO, SRM-BOLOGNA (IT)
09:45 – 10:15	Key issues and concepts for managing DRTs	GIORGIO AMBROSINO, GA CONSULTANCY (IT)
10:15 – 11:00	Successful examples of Flexible services	MARCO AMADORI, SRM-BOLOGNA (IT) VANGELIS GENITSARIS, AUTH (GR)
11:00 – 11:30	Coffee-Break	
11:30 – 11:50	The case of Razlog: needs, requirements and constraints	ALEXANDER YANAKIEV, EXPERT, MUNICIPALITY OF RAZLOG
11:50 - 12:30	Service contract management. Experiences from EPTA partners.	LUKÁŠ POSPÍŠIL, MUNICIPALITY OF PRAGUE-SUCHDOL (CZ) CATALIN FRANGULEA, BRASOV METROPOLITAN AGENCY (RO) SILVIA DOCCHIO, ALOT (IT)
12:30 – 13:00	Conclusions and End of Training Course - STEVE WRIGHT, UNIVERSITY OF ABERDEEN (UK)	
13 :00 – 14:30	Lunch	