

## **Knowledge-intensive Services for Open Innovation**

### **Outcome**

Innovation in Europe is neither open minded nor on a “fast track”, because “small tracks” are not enough to find fast solutions to big challenges. There is an important chance for Europe to open highways in order to find better solutions on a “fast track”.

To achieve this, Human Factors based on Human-centred Security, and Human-centred Politics, are key to complement the existing Human-centred Technology, because international challenges can only be faced and solved on a global level with:

- (i) worldwide Communication and Common Understanding;
- (ii) Inter-cultural and Cross-cultural Dialogue;
- (iii) Knowledge Transfer between seasoned and young Generations;
- (iv) Communities of Knowledge, where the respect of Tacit Knowledge and recognition of intellectual property is key to develop structured intellectual capital.

However, it is not only about communications as the processes are much more complicated than that. We need collaborative environments because of the complexity of issues, and their interdependence. And, communication needs to lead to dialogue for understanding. As consequence the trust building process (by doing things together) in these collaborative environments are key for scaling up or failing.

Time has come for concrete actions valuing the results of well administered EC funding and successfully deployed multilingual, interactive services whose tangible benefits of which have been confirmed during the K4I event by the “Global Crisis and Disaster Resilience Framework” and by the “WePROMIS®” pledge to the Digital Skills and Jobs Coalition.

We are all willing to create a European space, engaging people in the frontline to structure and share knowledge, asking all policy makers (EU Parliament, EU Commission, Committee of the Regions, Consilium, etc.) for active support towards better and shared futures.