

The European Commission's science and knowledge service

Joint Research Centre

Webinar: Getting started with Level(s)

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Getting started with Level(s)

Agenda

1. The [helpdesk](#) and the types of queries that you may have,
2. The [Level\(s\) documentation](#) and how it can be used,
3. The [common reporting format](#) and how it works,
4. The [survey](#) and what format it will take,
5. The [discussion platform](#) and how you will be able to take part.

Technical support package provided by JRC

Working with DG Environment to support test users of Level(s)

- ✓ Reporting format
- ✓ Technical support service
- ✓ Sharing and learning from experience

Comprehensive programme of high quality support during **2018** and **2019**

Webinar programme

Topics that **generate a lot of enquiries** will be the subject of targeted webinars for testers

- ✓ Content designed to provide **practical** support
- ✓ Driven by **implementation issues**
- ✓ **Webinar notes** will report the outcomes of discussions

3-4 webinars/year planned in **2018** and **2019**, depending on demand

Technical helpdesk service

Helpdesk service responding to technical queries from testers
jrc-b5-levels@ec.europa.eu

- ✓ Email service with timely response
- ✓ Queries relating to technical content:
 - Interpretation of Level(s) documentation
 - Where to find tools and data
 - Use of reference standards
- ✓ Substantial similar queries -> webinar topic

Does not provide individual technical and project specific solutions

Please try and group together your queries!

Level(s) documentation updates

The main documentation **will not be directly updated** during the Beta testing phase

Instead, separate updates will be provided on a **transparent** and **ad hoc** basis:

What happens if there is a **correction needed** or **updated reference**?

✓ **Technical note** will be issued

What happens if there is a **new software tool** or **database identified**?

✓ **Dynamic list** available on JRC website will be updated

Updates will be posted **here**:

http://susproc.jrc.ec.europa.eu/Efficient_Buildings/documents.html

Level(s) EU Survey

Aim: to obtain feedback on two key aspects of your project 's test of Level(s):

- How useful was the structure of Level(s) for your building assessment?
- How user friendly were the selected indicators and tools, together with the supporting guidance?

Before completing the survey: we recommend reviewing the questions with the project team in order to get the experience and feedback of the whole team.

Testers must submit via EU Survey by **30th September 2019**.

Structure of the survey

- Part 1: **Expectations and previous experience**
 - ✓ expectations and motivations
 - ✓ initial experience of the team
- Part 2: **How Level(s) is designed**
 - ✓ the added value of the different levels and reporting options
- Part 3. **The value of Level(s) to stakeholders**
 - ✓ the value Level(s) had for different stakeholders involved in the test
Public sector, the financial community, designers and their clients.
- Part 4: **Your use of the test indicators and tools**
 - ✓ the specific experience of using each of the indicators and life cycle tools selected for testing

Level(s) EU Survey: example questions

Requirement to participate in an on-line survey of [their experience using Level\(s\)](#) and how it meets the [original aims of the Commission](#)

[Topics](#) you can expect to be asked about:

- ✓ How it has been used, for [what purpose](#) and at [which project stages](#)
- ✓ The extent to which it [drove or helped identify](#) performance improvement opportunities and/or project benefits
- ✓ How [accessible and useful](#) the guidance and reporting tools are and how it [compares](#) with other tools and guidance that are available
- ✓ The extent to which it encouraged you to tackle [new aspects of performance](#) and the [experience](#) of doing this

Level(s) EU Survey: example questions

- ✓ The extent to which it was possible to use it with **in-house expertise** or if **external expertise** was needed
- ✓ The **time, cost and data needs** and at different levels
- ✓ The relative value of the **using the different levels**
- ✓ Other **recommendations for improvement** and **support needs**

Test phase web forum

A platform for participants to **share experiences and information** in relation to specific topics

Discussion forums may be **initiated**:

- ✓ by **JRC** following survey, helpdesk and webinar feedback
- ✓ **at the request of participants** to JRC or DG ENV in order to tackle specific topics

Launch anticipated **September 2018**

Next steps

Key deadlines for testers

- Submission of assessment results
30th June 2019
- Submission of test survey response
30th September 2019

More information

Registration for the testing phase

<http://ec.europa.eu/environment/eusss/buildings.htm>

Download the Level(s) Beta v1.0 documentation

http://susproc.jrc.ec.europa.eu/Efficient_Buildings/documents.html

Helpdesk for technical queries

jrc-b5-levels@ec.europa.eu