QA ANNUAL REPORT - YEAR 2

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Rapporteur:

Dr Francesca Casoni, UM Coordinator for IN2IT project
INTRODUCTION

1. Purpose of the document

The objective of this document is to provide all actors with actual information concerning the status of the quality activities and to assure the project’s quality and success.

The anonymity of the survey is very important for the results to give the Project Management Team and the Consortium an early indication of problems and risks and of what could be done to address them.

Response rate: 24 representatives of IN2IT partners took part in the second year evaluation survey, conducted on-line from December 4th to December 31st, 2017.

2. Scope of the document

This document contains the following information:

- The project manager’s assessment of the current situation in relation to the forecasts and risks, at a level of detail agreed between the relevant actors.
- The status of the progress of work being performed by the quality manager.
- Status and trends of agreed key performance and quality project parameters.
- Adverse trends in technical and programmatic performance and proposals for remedial actions.
- Planning for implementation of remedial actions.
- Progress on all actions during the 2nd year of the project.

3. Applicability

The IN2IT project has begun on the 15th October 2015 and lasts 3 years. This second year report is related to the period from the 15th October 2016 to the 15th October 2017.
I. QUALITY ACTIVITY SUMMARY

1. Quality tasks

The quality activities are divided into 4 tasks:

- T 7.1  Quality Policy Document and Quality Work Plan
- T 7.2  WP quality evaluation
- T 7.3  Products quality measurement reports
- T 7.4  Project progress assessments reports

2. Quality deliverables

Table 1 lists all the deliverables items in the frame of the quality activities since the first year of project.

<table>
<thead>
<tr>
<th>Task</th>
<th>Deliverable Description</th>
<th>Deliverable Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>T 7.1</td>
<td>Preparation of Quality Work plan</td>
<td>Established in March 2016</td>
</tr>
<tr>
<td>T 7.2</td>
<td>Development and delivery of IN2IT WPs quality evaluation reports</td>
<td></td>
</tr>
<tr>
<td>T 7.2.1</td>
<td>WP1 WS Evaluation</td>
<td></td>
</tr>
<tr>
<td>T 7.2.1.2</td>
<td>WP1 WS2 Evaluation Report – Montpellier (FR)</td>
<td>Report “WP1 WORKSHOP IN MONTPELLIER EVALUATION - MARCH 2016”</td>
</tr>
<tr>
<td>T 7.2.2</td>
<td>WP2 WS Evaluation</td>
<td></td>
</tr>
<tr>
<td>T 7.2.2.1</td>
<td>WP2 WS1 Evaluation Report – Sderot (Israel)</td>
<td>Report “WP2 WORKSHOP IN TEAL HAI EVALUATION - MAY 2016”</td>
</tr>
<tr>
<td>T 7.2.2.2</td>
<td>WP2 WS2 Evaluation Report Ludwigsburg (GE)</td>
<td>Report “WP2 WORKSHOP IN LUDWIGSBURG EVALUATION - JULY 2016”</td>
</tr>
<tr>
<td>T 7.2.3</td>
<td>WP3 WS Evaluation</td>
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</tr>
<tr>
<td>T 7.2.3.1</td>
<td>WP3 WS1 Evaluation Report – Al Qasemi Academic College of Education and in Tel Aviv Yaffo Academic College, (Israel)</td>
<td>Report “WP3 WS1 IN ISRAEL EVALUATION - DECEMBER 2016”</td>
</tr>
<tr>
<td>T 7.2.3.2</td>
<td>WP3 WS2 &amp; WP4 WS1 Evaluation Report – Milan (IT)</td>
<td>Report “WP3 WS2 &amp; WP4 WS1 IN MILAN EVALUATION - FEBRUARY 2017”</td>
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<td>T 7.2.3.3</td>
<td>WP3 WS3 Evaluation Report – Warsaw (PL)</td>
<td>Report “WP3 WS3 IN WARSAW EVALUATION - MARCH 2017”</td>
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<td>T 7.2.3.4</td>
<td>WP3 Global Entrepreneurship Team Meeting – (Israel)</td>
<td>Report “WP3 GLOBAL ENTREPRENEURSHIP TEAM MEETING EVALUATION – AUGUST 2017”</td>
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<table>
<thead>
<tr>
<th>T 7.2.4</th>
<th>WP5 WS Evaluation</th>
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</thead>
<tbody>
<tr>
<td>T 7.2.4.1</td>
<td>WP5 WS1 Evaluation report – London (UK)</td>
</tr>
</tbody>
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<table>
<thead>
<tr>
<th>T 7.2.5</th>
<th>WP10 Consortium Meeting Evaluation</th>
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<tr>
<td>T 7.2.5.1</td>
<td>WP10 1st Consortium Meeting Evaluation Report – Karmiel (Israel)</td>
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<tr>
<td>T 7.2.5.2</td>
<td>WP10 2nd Consortium Meeting Evaluation Report – Ludwigsburg (GE)</td>
</tr>
<tr>
<td>T 7.2.5.3</td>
<td>WP10 3rd Consortium Meeting Evaluation Report – Tel Aviv (Israel)</td>
</tr>
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</table>

| T 7.3 | Development and delivery of IN2IT products quality measurement reports |
| T 7.4 | Development and delivery of IN2IT project progress assessment reports |
| T 7.4.1 | 1st Year Evaluation Report |
| T 7.4.2 | 2nd Year Evaluation Report |
II. TASK 7.1

1. Task 7.1 planning

Table 2: Task 7.1 planning

<table>
<thead>
<tr>
<th>Task</th>
<th>Deliverable Description</th>
<th>Deliverable Date</th>
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</thead>
<tbody>
<tr>
<td>T 7.1</td>
<td>Preparation of Quality Work plan</td>
<td>Established in March 2016</td>
</tr>
</tbody>
</table>

2. Preparation of quality policy document and quality work plan

IN2IT project partners are committed to quality, and follow processes and activities to determine quality policy, objectives, indicators, and responsibilities in three layers: project, processes, and deliverables. At the beginning of the project, UM prepared a comprehensive QA policy Document that defines the quality objectives and methodology and a detailed work plan that includes the specific measures that will be applied for each work package and deliverable. The documents have been prepared in cooperation of all the project partners and approved in collaboration with the project coordinator since they will serve as essential means for all subsequent project monitoring and evaluation processes.

III. TASK 7.2

1. Task 7.2 planning

Figure 1: Task 7.2 planning.
2. Development and delivery of IN2IT WPs quality evaluation reports

IN2IT WPs quality evaluation processes will follow the quality work plan defined in task 7.1. Each one of the WP deliverables have been evaluated with regards to: (a) effectiveness, i.e., the degree to which the deliverable is successful in providing the optimal results for the users; (b) efficiency, i.e., the extent to which the resources utilized in the task are well-used; (c) punctuality, namely, the ability to produce the deliverable before or at a previously designated time; and (d) partner involvement, explicitly, the degree to which each partner contributed and performed based on a self-assessment and an assessment of the WP leader.

The evaluation of all workshops and meetings in the project IN2IT, including workshops on development of international capability maturity scale (WP1), training workshops on international teamwork (WP2), training workshops on development of international virtual curriculum (WP3), training sessions on international academy-industry cooperation (WP5), summary meetings (WP3, WP5), and consortium meetings (WP10) have been based on evaluation questionnaires before and after the workshop/meeting. The reports summarize the responses and present conclusions and recommendations.

The evaluation of all IN2IT WPs has been measured against the project plan, the defined goals and specific objectives and the expected achievements of deliverables.

All WPs quality evaluation reports are available to the project partners for review.

During the second year of the project, the following events occurred:

Table 3: Summary of the second year events

<table>
<thead>
<tr>
<th>WP (Task)</th>
<th>Activity</th>
<th>Date</th>
<th>Topic</th>
<th>Place</th>
<th>Attendees number</th>
</tr>
</thead>
<tbody>
<tr>
<td>WP3 (T3.1)</td>
<td>Development</td>
<td>13-15/12/2016</td>
<td>1st training workshop on international virtual curriculum</td>
<td>QSM (Israel)</td>
<td>42</td>
</tr>
<tr>
<td>WP3 (T3.1)</td>
<td>Development</td>
<td>6-8/02/2017</td>
<td>2nd training workshop on international virtual curriculum</td>
<td>UCSC (Italy)</td>
<td>53</td>
</tr>
<tr>
<td>WP4 (T4.2)</td>
<td>Development</td>
<td>6-8/02/2017</td>
<td>Academic and administrative staff meeting to establish CoPs</td>
<td>PoliMi (Italy)</td>
<td>53</td>
</tr>
<tr>
<td>WP3 (T3.1)</td>
<td>Development</td>
<td>13-15/03/2017</td>
<td>3rd training workshop on international virtual curriculum</td>
<td>WUT (Poland)</td>
<td>37</td>
</tr>
<tr>
<td>WP3 (T3.1)</td>
<td>Development</td>
<td>15-17/08/2017</td>
<td>WP3 Global Entrepreneurship</td>
<td>ORT BRAUDE College</td>
<td>10</td>
</tr>
</tbody>
</table>
Comments:
All needed partner for each event attended the meetings.

Comparison to what was planned:

- Most of events occurred approximately at the time they were planned.

3. Survey participation

<table>
<thead>
<tr>
<th>WP (Task)</th>
<th>Date</th>
<th>Topic</th>
<th>Place</th>
<th>Attendees number</th>
<th>Responses to “before meeting survey”</th>
<th>Responses to “after meeting survey”</th>
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</thead>
<tbody>
<tr>
<td>WP3 (T3.1)</td>
<td>13-15/12/2016</td>
<td>1st training workshop on international virtual curriculum</td>
<td>QSM (Israel)</td>
<td>42</td>
<td>15</td>
<td>11</td>
</tr>
<tr>
<td>WP3 (T3.1)</td>
<td>6-8/02/2017</td>
<td>2nd training workshop on international virtual curriculum</td>
<td>UCSC (Italy)</td>
<td>53</td>
<td>24</td>
<td>26</td>
</tr>
<tr>
<td>WP4 (T4.2)</td>
<td>6-8/02/2017</td>
<td>Academic and administrative staff meeting to establish CoPs</td>
<td>PoliMi (Italy)</td>
<td>53</td>
<td>24</td>
<td>26</td>
</tr>
<tr>
<td>WP3 (T3.1)</td>
<td>13-15/03/2017</td>
<td>3rd training workshop on international virtual curriculum</td>
<td>WUT (Poland)</td>
<td>37</td>
<td>25</td>
<td>17</td>
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<tr>
<td>WP3 (T3.1)</td>
<td>15-17/08/2017</td>
<td>WP3 Global Entrepreneurship Team Meeting</td>
<td>ORT BRAUDE College (Israel)</td>
<td>10</td>
<td>5</td>
<td>3</td>
</tr>
<tr>
<td>WP10 (T10.1)</td>
<td>5-7/09/2017</td>
<td>3rd Consortium Meeting</td>
<td>Shekar (Israel)</td>
<td>35</td>
<td>18</td>
<td>21</td>
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</tbody>
</table>
IV. TASK 7.3

1. Task 7.3 planning

![Figure 2: Task 7.3 planning]

2. Development and delivery of IN2IT products quality measurement reports

IN2IT products quality measurement processes will follow the quality work plan defined in task 7.1. Each one of the innovative technologies products that will be defined, customized and implemented in the pilot activities and that will be used in the online application will be assessed with regards to: effectiveness, efficiency, punctuality, as well as user satisfaction, user friendliness, and accessibility.

The evaluation on IN2IT delivered technological products to support development of international virtual curriculum (WP3), utilization of knowledge sharing hubs for CoP (WP4) and development of international online academy-industry cooperation (WP5) will be based on expectations vs. satisfaction surveys completed by a variety of users. This method of evaluation will show the contribution of IN2IT’s products to the performance of practices by the target groups.
V. TASK 7.4

1. Task 7.4 planning

![Figure 3: Task 7.4 planning.](image)

2. Development and delivery of IN2IT project progress assessment reports

IN2IT project progress assessment follow the quality work plan defined in task 7.1. The project progress tracking and monitoring will use a set of data collection instruments that will be administered to the project partners for evaluation of indicators that compare actual progress vs. planned progress with regards to achievement of objectives, completion of tasks, and meeting milestones, schedule and budget plans. Annual reports will be prepared to summarize qualitative and quantitative analysis results regarding the overall project’s accomplishments and success.

<table>
<thead>
<tr>
<th>T 7.4</th>
<th>Development and delivery of IN2IT project progress assessment reports</th>
</tr>
</thead>
<tbody>
<tr>
<td>T 7.4.1</td>
<td>1st Year Evaluation Report</td>
</tr>
<tr>
<td>T 7.4.2</td>
<td>2nd Year Evaluation Report</td>
</tr>
</tbody>
</table>
VI. ANALYSIS

Evaluation of the project in general
Survey participants feel satisfied with the development of curriculum for international academic programs and with the formation of international teams for academic cooperation agreements to be engaged in multidisciplinary academic development activities. When it comes to other project objectives the level of satisfaction decreases. The goals whose achievement raise relatively more uncertainty or even skepticism are the development of international academy-industry cooperation, the development of international communities of practice.

The answers to open ended questions give a more thorough into this situation:

✓ “No innovation in our platform. Where is the new improved version we saw during the meeting in September? And no cooperation and openness about this issue.”

✓ “The platform could be further developed and customized to meet partners and target group expectations and to support the development of the international online courses.”

✓ “Arriving from outside the field of internationalization of education I had no idea (=N/A) of many of the processes of IN2IT. Very glad to learn these things.”
What was your EXPECTATION about the meeting milestones at the end of the 2nd year?

To improve academic capacities and quality of teaching and research in Israeli colleges by developing and implementing innovative technological platforms

- Very Low: 12.5%
- Low: 54.2%
- Medium: 31.3%

What was your SATISFACTION about the meeting milestones at the end of the 2nd year?

To improve academic capacities and quality of teaching and research in Israeli colleges by developing and implementing innovative technological platforms

- Very Low: 4.2%
- Low: 25.0%
- Medium: 37.5%
- High: 31.3%

What was your EXPECTATION about the meeting milestones at the end of the 2nd year?

To advance practical application of internationalization in teaching and research

- Very Low: 12.5%
- Low: 50.0%
- Medium: 37.5%

What was your SATISFACTION about the meeting milestones at the end of the 2nd year?

To advance practical application of internationalization in teaching and research

- Very Low: 4.2%
- Low: 16.7%
- Medium: 37.5%
- High: 31.3%
The expectations regarding the planning of IN2IT project at the end of the second year are high.

The vast majority of respondents feel satisfied with the planning of IN2IT project at the end of the second year.

The majority of survey participants have high expectations concerning the budget plans of the project and 75% of participants feel satisfied about it.
The majority of respondents (83.4%) feel confident about the achievement of the project goals.

**Open/general comments on the project and the management of the project:**

- “Great project! Excellent international team!”
- “A potentially useful and very rewarding project on personal, institutional and international levels. Management was (is) outstanding.”
- “The project generally speaking is reaching the foreseen objectives. It is important to try to strengthen the development and customization of an effective technological platform in order to respond better to partnership needs.”
Evaluation of WPs

The remaining questions of the survey were related to the different work packages of the IN2IT project.

WP1

What was your expectation regarding the completion of tasks at the end of the 2\textsuperscript{nd} year?

![Chart](chart1.png)

What is your satisfaction regarding the completion of tasks at the end of the 2\textsuperscript{nd} year?

![Chart](chart2.png)
What is the level of overall achievement in WP1?

What is the level of overall achievement in WP2?

WP2
WP3

What was your expectation regarding the completion of tasks at the end of the 2nd year?
What is your satisfaction regarding the completion of tasks at the end of the 2nd year?

WP3, Task 4: Delivery of virtual international programs

- 1-Very Low
- 2-Low
- 3-Medium
- 4-High
- 5-Very High
- 6-N/A

WP3, Task 1: Development and delivery of training workshops on international virtual curriculum

- 1-Very Low
- 2-Low
- 3-Medium
- 4-High
- 5-Very High
- 6-N/A

WP3, Task 2: Development of international virtual teaching programs

- 1-Very Low
- 2-Low
- 3-Medium
- 4-High
- 5-Very High
- 6-N/A

WP3, Task 3: Implementation and mentoring pilot international virtual courses

- 1-Very Low
- 2-Low
- 3-Medium
- 4-High
- 5-Very High
- 6-N/A
What is the level of overall achievement in WP3?
WP4

What was your expectation regarding the completion of tasks at the end of the 2nd year?

What was your expectation regarding the completion of tasks at the end of the 2nd year?

WP4, Task 1: Establishment of communities of practice

What was your expectation regarding the completion of tasks at the end of the 2nd year?

WP4, Task 2: Organization of online and on-site meetings

What was your expectation regarding the completion of tasks at the end of the 2nd year?

WP4, Task 3: Development of international relations network

What is your satisfaction regarding the completion of tasks at the end of the 2nd year?

What was your satisfaction regarding the completion of tasks at the end of the 2nd year?
What is the level of overall achievement in WP4?
WP5

What was your expectation regarding the completion of tasks at the end of the 2nd year?

WP5, Task 1: Academy-industry/community cooperation

WP5, Task 2: Development of international online-academic plans

WP5, Task 3: Implementation and mentoring pilot international academy-industry activities

WP5, Task 4: delivery of online-academy-industry plans
What is your satisfaction regarding the completion of tasks at the end of the 2\textsuperscript{nd} year?

**WPS, Task 1:**
Development and delivery of training sessions on international academy-industry cooperation

- Very Low: 4.2%
- Low: 4.2%
- Medium: 25.0%
- High: 20.8%
- Very High: 37.5%
- N/A: 8.3%

**WPS, Task 2:**
Development of international online academy-industry plans

- Very Low: 4.2%
- Low: 12.5%
- Medium: 25.0%
- High: 20.8%
- Very High: 29.2%
- N/A: 8.3%

**WPS, Task 3:**
Implementation and mentoring pilot international academy-industry activities

- Very Low: 4.2%
- Low: 8.3%
- Medium: 25.0%
- High: 16.7%
- Very High: 33.3%
- N/A: 12.5%

**WPS, Task 4:**
Delivery of online academy-industry plans

- Very Low: 4.2%
- Low: 8.3%
- Medium: 25.0%
- High: 20.8%
- Very High: 29.2%
- N/A: 12.5%
What is the level of overall achievement in WP5?

WP6
What was your expectation regarding the completion of tasks at the end of the 2nd year?

WP6, Task 1: Requirements and benchmarking analyses and preparation of a specific report

WP6, Task 2: Implementation of technological adaptations and customizations
What is your satisfaction regarding the completion of tasks at the end of the 2nd year?

WP6, Task 3: Setting up the technologies for pilot online activities

WP6, Task 4: Maintenance and support to online activities

WP6, Task 1: Requirements and benchmarking analyses and preparation of a specific report

WP6, Task 2: Implementation of technological adaptations and customizations
What is the level of overall achievement in WP6?
WP7

What was your expectation regarding the completion of tasks at the end of the 2nd year?

<table>
<thead>
<tr>
<th>WP7, Task 2: Development and delivery of IN2IT WPs quality evaluation reports</th>
</tr>
</thead>
<tbody>
<tr>
<td>Percentage Distribution</td>
</tr>
<tr>
<td>1-Very Low</td>
</tr>
<tr>
<td>0%</td>
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<td>8.3%</td>
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<table>
<thead>
<tr>
<th>WP7, Task 3: Development and delivery of IN2IT products quality measurement reports</th>
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<tbody>
<tr>
<td>Percentage Distribution</td>
</tr>
<tr>
<td>1-Very Low</td>
</tr>
<tr>
<td>0%</td>
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<tr>
<td>8.3%</td>
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<table>
<thead>
<tr>
<th>WP7, Task 4: Development and delivery of IN2IT project progress assessment reports</th>
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<tbody>
<tr>
<td>Percentage Distribution</td>
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<td>1-Very Low</td>
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<td>45.8%</td>
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</table>
What is your satisfaction regarding the completion of tasks at the end of the 2nd year?

WP7, Task 2: Development and delivery of IN2IT WPs quality evaluation reports

<table>
<thead>
<tr>
<th>Percentage</th>
<th>1-Very Low</th>
<th>2-Low</th>
<th>3-Medium</th>
<th>4-High</th>
<th>5-Very High</th>
<th>6-N/A</th>
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<tbody>
<tr>
<td>20.8%</td>
<td>29.2%</td>
<td>41.7%</td>
<td>8.3%</td>
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</table>

WP7, Task 3: Development and delivery of IN2IT products quality measurement reports

<table>
<thead>
<tr>
<th>Percentage</th>
<th>1-Very Low</th>
<th>2-Low</th>
<th>3-Medium</th>
<th>4-High</th>
<th>5-Very High</th>
<th>6-N/A</th>
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<tbody>
<tr>
<td>20.8%</td>
<td>25.0%</td>
<td>45.8%</td>
<td>8.4%</td>
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WP7, Task 4: Development and delivery of IN2IT project progress assessment reports

<table>
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<th>Percentage</th>
<th>1-Very Low</th>
<th>2-Low</th>
<th>3-Medium</th>
<th>4-High</th>
<th>5-Very High</th>
<th>6-N/A</th>
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<td>12.5%</td>
<td>33.3%</td>
<td>45.8%</td>
<td>8.4%</td>
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</table>

What is the level of overall achievement in WP7?

WP7: Quality Assurance

<table>
<thead>
<tr>
<th>Percentage</th>
<th>1-Very Low</th>
<th>2-Low</th>
<th>3-Medium</th>
<th>4-High</th>
<th>5-Very High</th>
<th>6-N/A</th>
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<tbody>
<tr>
<td>8.3%</td>
<td>12.5%</td>
<td>25.0%</td>
<td>41.7%</td>
<td>12.5%</td>
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</tbody>
</table>
WP8

What was your expectation regarding the completion of tasks at the end of the 2nd year?

What is your satisfaction regarding the completion of tasks at the end of the 2nd year?
What is the level of overall achievement in WP8?

WP8: Dissemination

<table>
<thead>
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<th>20%</th>
<th>40%</th>
<th>60%</th>
<th>80%</th>
<th>100%</th>
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<tbody>
<tr>
<td>12.5%</td>
<td>12.5%</td>
<td>45.8%</td>
<td>25.0%</td>
<td>4.2%</td>
<td></td>
</tr>
</tbody>
</table>

WP9

What was your expectation regarding the completion of tasks at the end of the 2nd year?

WP9, Task 2: Establishment of an international network of stakeholders

<table>
<thead>
<tr>
<th>0%</th>
<th>20%</th>
<th>40%</th>
<th>60%</th>
<th>80%</th>
<th>100%</th>
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<td>20.8%</td>
<td>54.2%</td>
<td>20.8%</td>
<td>4.2%</td>
<td></td>
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</tr>
</tbody>
</table>

WP9, Task 3: Development and delivery of an advocacy campaign

<table>
<thead>
<tr>
<th>0%</th>
<th>20%</th>
<th>40%</th>
<th>60%</th>
<th>80%</th>
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<tr>
<td>29.2%</td>
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<td>12.5%</td>
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</tbody>
</table>
What is your satisfaction regarding the completion of tasks at the end of the 2nd year?

WP9, Task 4: Development and launch of professional help desk

WP9, Task 2: Establishment of an international network of stakeholders

WP9, Task 3: Development and delivery of an advocacy campaign

WP9, Task 4: Development and launch of professional help desk
What is the level of overall achievement in WP9?

WP10

What was your expectation regarding the completion of tasks at the end of the 2nd year?

What is your satisfaction regarding the completion of tasks at the end of the 2nd year?
What was your satisfaction regarding the completion of tasks at the end of the 2nd year?

**WP10, Task 2:** Administrative management and control of WPs and deliverables

- 0%: 25.0%
- 20%: 66.7%
- 40%: 8.3%
- 60%: 1.7%
- 80%: 0.0%
- 100%: 0.0%

Options: 1-Very Low, 2-Low, 3-Medium, 4-High, 5-Very High, 6-N/A

**Comment:**

“Not enough customization of the technological platform”

What is the level of overall achievement in WP10?

**WP10: Project Management**

- 0%: 4.2%
- 20%: 20.8%
- 40%: 66.7%
- 60%: 4.1%
- 80%: 0.0%
- 100%: 0.0%

Options: 1-Very Low, 2-Low, 3-Medium, 4-High, 5-Very High, 6-N/A
VI. Opinion & SUGGESTIONS

In the survey we asked to participants to share their opinion and suggestions about the IN2IT project management.

✓ “Perfect and respect our expectations. Congratulations.”
✓ ”The project management is excellent.
✓ “Every detail is very well plan and organize smooth, in pleasant, fair and respectful ways.”
✓ “Excellent management.”
✓ ”The project management is very effective and strong.”
✓ “The suggestion is to keep supporting the contribution of all the partnership to the achievement of the project goals.”
✓ “The project generally speaking is reaching the foreseen objectives. It is important to try to strengthen the development and customization of an effective technological platform in order to respond better to partnership needs.”