

**Department of Economics and
Management "Marco Fanno" -
DSEA**



UNIVERSITÀ
DEGLI STUDI
DI PADOVA

Service Charter

INTRODUCTION

The Service Charter is a document in which the Department lists the main services offered and establishes the minimum levels of quality it commits to guarantee for each service.

The Department has adopted the following 'quality dimensions,' as proposed by Civit – the Commission for the Evaluation, Integrity, and Transparency of Public Administrations (now ANAC – National Anti-Corruption Authority) in Resolution No. 3/2012, to identify the quality levels of the service:

Accessibility, defined as the ability to guarantee access to services for all potentially interested users, in terms of the possibility of using different channels to obtain information about the service (e.g., phone, email ...);

Timeliness, defined as the time taken to provide the service and the time taken between the submission of the request and its acceptance;

Transparency, defined as the simplicity for users to find up-to-date information on the service they are interested in;

Efficacy, defined as the service's ability to achieve the set objectives.

Pursuant to Article 32 of Legislative Decree No. 33/2013, the Service Charter is published on the Amministrazione Trasparente (Transparency in Administration) section of the Department's website.

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Office of Communications

Description:

- Development of the Department's editorial plan
- Production of videos and visuals for the editorial plan
- Management of the Department newsletter
- Content management of the Department's Italian-language website and the Department's English-language website
- Management of the Department's social media (Facebook, LinkedIn, Twitter, Instagram, Youtube, TikTok, Telegram)
- Online promotion of teaching offer
- Management of the Department's Mediaspace platform
- Promotion and support for the organisation of teaching initiatives and events aimed at students
- Promotion and support for the organisation of scientific and third mission initiatives and events organised by the Department and/or by organisations/institutions
- Communication of faculty participation in seminars/conferences (keynotes) at other universities
- Dissemination of the scientific publications results
- Communication of awards/grants received
- Support for scouting activities aimed at recruiting staff
- Merchandising design

Users

- Students
- Public and private organisations
- Citizens
- Researchers and faculty from other national and international academic institutions
- Suppliers of goods and services

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Office and Area

[Research, Third Mission and Strategic Support Area](#)

Mode of delivery

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[Research, Third Mission and Strategic Support Manager](#)

Quality dimension

| | <u>Indicator</u> | <u>Calculation/determination of indicator</u> | <u>Set value</u> |
|----------------------|--|---|-----------------------------|
| Accessibility | <i>Ease of access to the service</i> | Number of channels for service information requests | 3 (E-mail, Zoom, telephone) |
| Timeliness | <i>Average time for service delivery</i> | Number of working days from the submission of the request | 3 |
| Transparency | <i>Mode of information dissemination</i> | Main channel used to provide information to users | Department's website |

Efficacy

The user satisfaction level is available here "[Good practice project: results summary](#)"

Protocol and Document Management

Description:

- Management of incoming and outgoing document flow through the protocol
- Management of the Department's document archive
- Digital preservation

Users

- Public and private organisations
- External entities
- Citizens

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Quality dimension

Indicator

Calculation/determination of indicator

Set value

| | <u>Indicator</u> | <u>Calculation/determination of indicator</u> | <u>Set value</u> |
|----------------------|--|---|-----------------------------|
| Accessibility | <i>Ease of access to the service</i> | Number of channels for service information requests | 3 (E-mail, Zoom, telephone) |
| Timeliness | <i>Average time for service delivery</i> | Number of working days from the submission of the request | 3 |
| Transparency | <i>Mode of information dissemination</i> | Main channel used to provide information to users | E-mail |

Efficacy

The user satisfaction level is available here "[Good practice project: results summary](#)"

Executive Office and Management Support for Governing Bodies

Description:

- Administrative Manager
- Management of external faculty appointments
- Administrative support for the Department's bodies and Interdepartmental Centers
- Administrative support in contract management and contract modifications

Users

- Public and private organisations
- External guests
- External stakeholders

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Quality dimension

Indicator

Calculation/determination of indicator

Set value

Accessibility

Ease of access to the service

Number of channels for service information requests

3 (E-mail, Zoom, telephone)

Timeliness

Average time for service delivery

Number of working days from the submission of the request

3

Transparency

Mode of information dissemination

Main channel used to provide information to users

E-mail

Efficacy

The user satisfaction level is available here "[Good practice project: results summary](#)"

Teaching Support and Student Services - Career Coaching

- Description:**
- Self Assessment: self-evaluation of soft skills in communication, decision-making, and leadership.
 - Individual Coaching: a personalized journey with each student based on their expectations and personal abilities.
 - Group Skills Labs: COMMUNICATION, DECISION MAKING, LEADERSHIP for MANAGEMENT.
 - Digital Open Badge "Soft Skills for Management"

Users Students

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Useful links [Career Coaching](#)

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| Quality dimension | <u>Indicator</u> | <u>Calculation/determination of indicator</u> | <u>Set value</u> |
|--------------------------|--|---|--|
| Accessibility | <i>Ease of access to the service</i> | Number of channels for service information requests | 4 (E-mail, Zoom, telephone, in-person appointment) |
| Timeliness | <i>Average time for service delivery</i> | Number of working days from the submission of the request | 3 |
| Transparency | <i>Mode of information dissemination</i> | Main channel used to provide information to users | Department's website |
| Efficacy | The user satisfaction level is available here " Good practice project: results summary " | | |

Teaching support and student services - Orientation and Tutoring

- Description:**
- Organisation of Open Days for dSEA Bachelor's degree and Master's degrees programmes
 - Personalised orientation counselling
 - Orientation meetings in high schools
 - Cross-curricular skills and orientation training (PCTO)
 - Participation in orientation activities organised by the University of Padua (e.g. Scegli con noi, Job&Orienta, UniPadova Incontra)
 - Organisation of Welcome Days for first-year students
 - Organisation of tutoring sessions for first-year students, in collaboration with the University of Padua
 - Organisation of informative meetings to support students (e.g. Study Plans, Final Exam)
 - Monitoring student's progress
 - Actions to prevent dropouts and recover the academic progress of students who are behind or out of course
 - Organization of specific tutoring sessions for international students
 - Personalised tutoring sessions
 - Drafting informative guides
 - Organization of individual and group study support (e.g. Study Groups)
 - Coordination of dSEA Junior Tutors
 - Skills assessment activities; POT PROJECT; Orientation and Tutoring Plans (MUR)

- Students

Users

Service Manager

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Quality dimension

| | <i>Indicator</i> | <i>Calculation/determination of indicator</i> | <i>Set value</i> |
|-----------------------------|--|---|--|
| <i>Accessibility</i> | <i>Ease of access to the service</i> | Number of channels for service information requests | 4 (E-mail, Zoom, telephone, in-person appointment) |
| <i>Timeliness</i> | <i>Average time for service delivery</i> | Number of working days from the submission of the request | 3 |
| <i>Transparency</i> | <i>Mode of information dissemination</i> | Main channel used to provide information to users | Department's website |

Efficacy

The user satisfaction level is available here "[Good practice project: results summary](#)"

Teaching support and student services - Stage and Placement

- Description:**
- Management of both curricular and extracurricular internships in Italy and abroad (including Erasmus+); Research internships
 - Management of the department's partner companies' database
 - Counselling partner companies on internship and placement procedures
 - Counselling students on CVs and internships
 - Support during internships
 - Placement support
 - Counselling for international students (students with a non-Italian academic diploma, degree or equivalent)
 - Counselling for working students
 - Management of internship registration
 - Counselling for students from partner universities
 - Management of applications for internship/job offers with CV review
 - Organisation and management of training and placement events (e.g. Stage Map; Meet your Future)
 - Presentation of the service during Welcome Days and Open Days
 - Support the implementation of school-to-work projects
 - Update dedicated Intranet and Moodle pages

- Users**
- Students
 - Companies
 - External stakeholders

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| Quality dimension | <i>Indicator</i> | <i>Calculation/determination of indicator</i> | <i>Set value</i> |
|----------------------|--|---|--|
| Accessibility | <i>Ease of access to the service</i> | Number of channels for service information requests | 4 (E-mail, Zoom, telephone, in-person appointment) |
| Timeliness | <i>Average time for service delivery</i> | Number of working days from the submission of the request | 3 |
| | | | |
| Transparency | <i>Mode of information dissemination</i> | Main channel used to provide information to users | Department's website |
| Efficacy | The user satisfaction level is available here " Good practice project: results summary " | | |

Teaching support and student services - International Mobility Service

Description:

- Management of study mobility programs: Erasmus+, SEMP, Arqus, Double Degrees, Bilateral Agreements beyond Europe (Ulisse Program), Summer Schools
- Support for establishing agreements for academic collaborations with foreign institutions and universities
- Support for participating in funding calls for international mobility (e.g., Erasmus+)
- Organization of promotional and informative events on study opportunities abroad (e.g., Study Abroad with dSEA)
- Drafting calls for the selection of outgoing students
- Coordination of the outgoing student selection process
- Granting financial support for outgoing students
- Recognition of University credits completed abroad by exchange students
- Organization of "Welcome Days" for incoming students
- Check the learning agreements of incoming students
- Welcoming international guests for teaching, training, or academic collaborations purposes
- Sustaining international relations and dialogue with partner institutions

Users

- Students
- International partner institutions
- Non-Italian faculty members

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| Quality dimension | <i>Indicator</i> | <i>Calculation/determination of indicator</i> | <i>Set value</i> |
|----------------------|--|---|--|
| Accessibility | <i>Ease of access to the service</i> | Number of channels for service information requests | 4 (E-mail, Zoom, telephone, in-person appointment) |
| Timeliness | <i>Average time for service delivery</i> | Number of working days from the submission of the request | 3 |
| Transparency | <i>Mode of information dissemination</i> | Main channel used to provide information to users | Department's website |

Efficacy The user satisfaction level is available here "[Good practice project: results summary](#)"

Teaching support and student services

Description

- Support in the design of the courses' teaching targets and in quality assurance activities
- Monitoring, data analysis and producing periodic reports on the performance of the KPIs and on possible actions to improve teaching activities
- Constant monitoring of the KPIs of Equis standards, for students and teaching offer
- Producing informative reports for dSEA collegiate body meetings and Equis working groups on students and teaching offer

Users

- Students
- Accrediting bodies

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| Quality dimension | <i>Indicator</i> | <i>Calculation/determination of indicator</i> | <i>Set value</i> |
|--------------------------|--|---|--|
| Accessibility | <i>Ease of access to the service</i> | Number of channels for service information requests | 4 (E-mail, Zoom, telephone, in-person appointment) |
| Timeliness | <i>Average time for service delivery</i> | Number of working days from the submission of the request | 3 |
| Transparency | <i>Mode of information dissemination</i> | Main channel used to provide information to users | Department's website |
| Efficacy | The user satisfaction level is available here " Good practice project: results summary " | | |

Teaching support and student services - Postgraduate

Description:

- Administrative support for completing Master and Advanced Professional Courses proposals
- Administrative support for completing final reports for Masters
- Administrative support for the management of Master and Advanced Professional Courses
- Administrative management and support for the effective functioning of collegial bodies of the Master and Advanced Professional Courses, and of the PhD Program
- Career management support for PhD students
- Organisation of Welcome Days for first-year PhD students
- Administrative support for the PhD program
- Support for promoting postgraduate courses

Users

- Students
- Partner universities
- PhD students
- External Stakeholders

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Quality dimension

| | <i>Indicator</i> | <i>Calculation/determination of indicator</i> | <i>Set value</i> |
|-----------------------------|--|---|--|
| <i>Accessibility</i> | <i>Ease of access to the service</i> | Number of channels for service information requests | 4 (E-mail, Zoom, telephone, in-person appointment) |
| <i>Timeliness</i> | <i>Average time for service delivery</i> | Number of working days from the submission of the request | 3 |
| <i>Transparency</i> | <i>Mode of information dissemination</i> | Main channel used to provide information to users | Department's website |

Efficacy

The user satisfaction level is available here "[Good practice project: results summary](#)"

Teaching support and student services - Teaching Office

- Description:**
- Development of the curriculum compilation procedure in Uniweb
 - Informative meetings on: choosing your academic path, completing study plans, final exams, and selecting a master's degree thesis topic
 - Scheduling dSEA spaces and requesting University facilities for lectures, exams, teaching activities, and seminars
 - Preparation of class timetables, exam calendars, and opening registration lists on Uniweb; creation and management of digital signatures
 - Management of the online master's degree thesis topic selection procedure; monitoring the academic progress of graduating students and determination of the final grade
 - Organisation of graduation ceremonies and graduation committees
 - Student help desk service: advice and guidance on career and teaching-related issues
 - Analysis and drafting of approvals for change of programme, transfers, career shortening, recognition of previous studies or education activities
 - Publication of calls for adjunct teaching positions (for degree programs and integrative teaching projects)
 - Verification and review of documentation for settling contracts and remunerated assignments (IDRA)
 - Support for meetings of the Collegial Bodies, Degree program Committees and the Group for Accreditation and Evaluation (GAV)
 - Management of educational offer, Annual Monitoring Form, Cyclic Review Report, academic Scheduling, Seminar Activities, Innovative Teaching
 - Support for the activities of the Authorizing Committees in the planning of new academic programs
 - Collaboration and engagement with social partners and stakeholders
 - Support for the Department's Advisory Board

- Users**
- Students
 - Adjunct professors
 - Visiting professors
 - External Stakeholders

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| Quality dimension | <i>Indicator</i> | <i>Calculation/determination of indicator</i> | <i>Set value</i> |
|--------------------------|--|---|--|
| Accessibility | <i>Ease of access to the service</i> | Number of channels for service information requests | 4 (E-mail, Zoom, telephone, in-person appointment) |
| Timeliness | <i>Average time for service delivery</i> | Number of working days from the submission of the request | 3 |
| Transparency | <i>Mode of information dissemination</i> | Main channel used to provide information to users | Department's website |
| Efficacy | The user satisfaction level is available here "Good practice project: results summary" | | |

IT support / help desk services

Description:

- Management of IT equipment (printers, photocopiers, etc.)
- User support to activate hardware, software, and web systems
- Monitoring and maintenance of audio-video equipment in the classrooms

Users

- Students
- External Guests
- Visiting Professors

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Quality dimension

Indicator

Calculation/determination of indicator

Set value

Accessibility

Ease of access to the service

Number of channels for service information requests

2 (E-mail, telephone)

Timeliness

Average time for service delivery

Number of working days from the submission of the request

3

Transparency

Mode of information dissemination

Main channel used to provide information to users

Department's website

Efficacy

The user satisfaction level is available here "[Good practice project: results summary](#)"

Department Accounting and Procurement Services - Active Cycle

Description:

- Drafting and providing administrative support for active third-party contracts, including contractual amendments
- Active invoicing, management of grants, donations, and sponsorships
- Collection of funds received to finance research projects, both in institutional and commercial contexts

Users

- Public and private organisations
- Companies
- Suppliers of goods and services
- External Stakeholders

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Quality dimension

| | <u>Indicator</u> | <u>Calculation/determination of indicator</u> | <u>Set value</u> |
|----------------------|--|---|-----------------------|
| Accessibility | <i>Ease of access to the service</i> | Number of channels for service information requests | 2 (E-mail, telephone) |
| Timeliness | <i>Average time for service delivery</i> | Number of working days from the submission of the request | 3 |
| Transparency | <i>Mode of information dissemination</i> | Main channel used to provide information to users | E-mail |

Efficacy The user satisfaction level is available here "[Good practice project: results summary](#)"

Department Accounting and Procurement Services - Passive Cycle

Description:

- Preparation of purchase orders
- Management of contractor selection procedures, E-procurement (Consip, Mepa, Meunipd tools)
- Contract management and control of the supply of goods and services
- Registration and payments of invoices

Users Suppliers of goods and services

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Quality dimension

| | <u>Indicator</u> | <u>Calculation/determination of indicator</u> | <u>Set value</u> |
|----------------------|--|---|-----------------------|
| Accessibility | <i>Ease of access to the service</i> | Number of channels for service information requests | 3 (E-mail, telephone) |
| Timeliness | <i>Average time for service delivery</i> | Number of working days from the submission of the request | 3 |
| | | | |
| Transparency | <i>Mode of information dissemination</i> | Main channel used to provide information to users | E-mail |

Efficacy The user satisfaction level is available here "[Good practice project: results summary](#)"

Department Accounting and Procurement Services - Budget Management

Description:

- Support for preparing project budgets
- Management of project budgets
- Debt and credit monitoring
- Monitoring and management of VAT records

Users

- Public and private organisations
- Companies
- External Stakeholders

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| Quality dimension | <i>Indicator</i> | <i>Calculation/determination of indicator</i> | <i>Set value</i> |
|--------------------------|--|---|-------------------------|
| Accessibility | <i>Ease of access to the service</i> | Number of channels for service information requests | 1 (E-mail) |
| Timeliness | <i>Average time for service delivery</i> | Number of working days from the submission of the request | 3 |
| Transparency | <i>Mode of information dissemination</i> | Main channel used to provide information to users | E-mail |

Efficacy The user satisfaction level is available here ["Good practice project: results summary"](#)

Department Accounting and Procurement Services - Management of the departmental economic fund

Description:

- Cash management
- Recording of small expenses and related cash reimbursements
- Administrative and accounting management of the department's credit card

Users

- Suppliers of goods and services
- Visiting professors

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| Quality dimension | <i>Indicator</i> | <i>Calculation/determination of indicator</i> | <i>Set value</i> |
|--------------------------|--|---|-----------------------------|
| Accessibility | <i>Ease of access to the service</i> | Number of channels for service information requests | 3 (E-mail, telephone, Zoom) |
| Timeliness | <i>Average time for service delivery</i> | Number of working days from the submission of the request | 3 |
| Transparency | <i>Mode of information dissemination</i> | Main channel used to provide information to users | E-mail |

Efficacy The user satisfaction level is available here "[Good practice project: results summary](#)"

Department Accounting and Procurement Services - Mission and remuneration payments

Description:

- Management of mission reimbursements and related advances
- Reimbursements for PhD students during their time abroad
- Recording and settlement of assignments and remuneration

Users

- External guests
- External lectures
- Students
- PhD Students

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| Quality dimension | <i>Indicator</i> | <i>Calculation/determination of indicator</i> | <i>Set value</i> |
|--------------------------|--|---|-------------------------|
| Accessibility | <i>Ease of access to the service</i> | Number of channels for service information requests | 2 (E-mail, telephone) |
| Timeliness | <i>Average time for service delivery</i> | Number of working days from the submission of the request | 3 |
| Transparency | <i>Mode of information dissemination</i> | Main channel used to provide information to users | E-mail |

Efficacy The user satisfaction level is available here "[Good practice project: results summary](#)"

Management of the Laboratory of Economics and Management (LEM)

Description: - Management and maintenance of the Laboratory of Economics and Management (LEM) to support its use for exams, lectures, and experiments in Economics and Management

- Users**
- Students
 - PhD students
 - External guests

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| Quality dimension | <i>Indicator</i> | <i>Calculation/determination of indicator</i> | <i>Set value</i> |
|--------------------------|--|---|-------------------------|
| Accessibility | <i>Ease of access to the service</i> | Number of channels for service information requests | 2 (E-mail, telephone) |
| Timeliness | <i>Average time for service delivery</i> | Number of working days from the submission of the request | 3 |
| Transparency | <i>Mode of information dissemination</i> | Main channel used to provide information to users | Department's website |
| Efficacy | The user satisfaction level is available here " Good practice project: results summary " | | |

Server, backup and virtual machine management services

Description:

- Server, backup and virtual machine management service
- Continuous data saving with multiple backup copies

Users

- Students
- PhD students

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Quality dimension

| | <i>Indicator</i> | <i>Calculation/determination of indicator</i> | <i>Set value</i> |
|-----------------------------|--|---|-------------------------|
| <i>Accessibility</i> | <i>Ease of access to the service</i> | Number of channels for service information requests | 2 (E-mail, telephone) |
| <i>Timeliness</i> | <i>Average time for service delivery</i> | Number of working days from the submission of the request | 3 |
| | | | |
| <i>Transparency</i> | <i>Mode of information dissemination</i> | Main channel used to provide information to users | Department's website |
| <i>Efficacy</i> | The user satisfaction level is available here " Good practice project: results summary " | | |

Cybersecurity-focused services

Description: - Management of cybersecurity incidents, liaising with GARR NOC and with the Judicial Authorities in collaboration with ASIT

Users - Judicial Authorities

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Quality dimension

Indicator

Calculation/determination of indicator

Set value

Accessibility

Ease of access to the service

Number of channels for service information requests

2 (E-mail, telephone)

Timeliness

Average time for service delivery

Number of working days from the submission of the request

3

Transparency

Mode of information dissemination

Main channel used to provide information to users

Department's website

Efficacy

The user satisfaction level is available here "[Good practice project: results summary](#)"

General services

Description:

- Logistics support for guests and visiting professors
- Management of the incoming and outgoing flow of mail and packages
- Logistical support for deliveries and collections

Users

- External Guests
- Visiting Professors
- Suppliers of goods and services

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Quality dimension

| | <i>Indicator</i> | <i>Calculation/determination of indicator</i> | <i>Set value</i> |
|-----------------------------|--|---|-------------------------|
| <i>Accessibility</i> | <i>Ease of access to the service</i> | Number of channels for service information requests | 2 (E-mail, telephone) |
| <i>Timeliness</i> | <i>Average time for service delivery</i> | Number of working days from the submission of the request | 3 |
| | | | |
| <i>Transparency</i> | <i>Mode of information dissemination</i> | Main channel used to provide information to users | E-mail |

Efficacy

The user satisfaction level is available here "[Good practice project: results summary](#)"

Department's IT Services

Description:

- Design and development of internal software applications and tools
- Maintenance and integration of internally developed applications
- Database management
- Development and maintenance of core networking, firewall, and server infrastructures
- Monitoring the performance, security, and reliability of the core networking of the data network
- Handling requests for technical assistance

Users

- Students
- PhD students

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| Quality dimension | <i>Indicator</i> | <i>Calculation/determination of indicator</i> | <i>Set value</i> |
|--------------------------|--|---|-------------------------|
| Accessibility | <i>Ease of access to the service</i> | Number of channels for service information requests | 2 (E-mail, telephone) |
| Timeliness | <i>Average time for service delivery</i> | Number of working days from the submission of the request | 3 |
| Transparency | <i>Mode of information dissemination</i> | Main channel used to provide information to users | Department's website |
| Efficacy | The user satisfaction level is available here " Good practice project: results summary " | | |

Technical services

Description:

- Management of minor technical problems and fulfillment of first level intervention requests
- Interaction with the University's technical offices and external suppliers for higher-level interventions

Users Suppliers of goods and services

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| | <i>Indicator</i> | <i>Calculation/determination of indicator</i> | <i>Set value</i> |
|----------------------|--|---|-------------------------|
| Accessibility | <i>Ease of access to the service</i> | Number of channels for service information requests | 2 (E-mail, telephone) |
| Timeliness | <i>Average time for service delivery</i> | Number of working days from the submission of the request | 3 |
| Transparency | <i>Mode of information dissemination</i> | Main channel used to provide information to users | Department's website |

Efficacy The user satisfaction level is available here "[Good practice project: results summary](#)"

Telephone services

Description:

- Management of the telephone network, including helpdesk service (directed to ASIT) for addressing potential issues

Users

- PhD students

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Quality dimension

| | <u>Indicator</u> | <u>Calculation/determination of indicator</u> | <u>Set value</u> |
|----------------------|--|---|-----------------------|
| Accessibility | <i>Ease of access to the service</i> | Number of channels for service information requests | 2 (E-mail, telephone) |
| Timeliness | <i>Average time for service delivery</i> | Number of working days from the submission of the request | 3 |
| Transparency | <i>Mode of information dissemination</i> | Main channel used to provide information to users | Department's website |
| Efficacy | The user satisfaction level is available here " Good practice project: results summary " | | |

Web services

Description:

- Configuring, managing, and optimizing the Moodle platform
- Providing technical support for data entry on the Department's website

Users

- Students
- PhD students
- External Stakeholders

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Quality dimension

| | <i>Indicator</i> | <i>Calculation/determination of indicator</i> | <i>Set value</i> |
|-----------------------------|--|---|-------------------------|
| <i>Accessibility</i> | <i>Ease of access to the service</i> | Number of channels for service information requests | 2 (E-mail, telephone) |
| <i>Timeliness</i> | <i>Average time for service delivery</i> | Number of working days from the submission of the request | 3 |
| | | | |
| <i>Transparency</i> | <i>Mode of information dissemination</i> | Main channel used to provide information to users | Department's website |
| <i>Efficacy</i> | The user satisfaction level is available here " Good practice project: results summary " | | |

Support for monitoring and assessing research

Description:

- Support for database updates (e.g., IRIS) related to research products and collection of research data for external assessments (VQR, SUA RD)
- Support for research quality assurance processes
- Support for the Department Research Committee and any other research-related committees (e.g. PTSR, QI Ranking)

Users

- Accrediting bodies
- External Stakeholders

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| Quality dimension | <i>Indicator</i> | <i>Calculation/determination of indicator</i> | <i>Set value</i> |
|--------------------------|--|---|--|
| Accessibility | <i>Ease of access to the service</i> | Number of channels for service information requests | 4 (E-mail, Zoom, telephone, in-person appointment) |
| Timeliness | <i>Tempo medio per l'erogazione del servizio</i> | Number of working days from the submission of the request | 3 |
| Transparency | <i>Mode of information dissemination</i> | Main channel used to provide information to users | email |

Efficacy

The user satisfaction level is available here ["Good practice project: results summary"](#)

Support for networking and scientific dissemination

Description:

- Organisation of scientific events and workshops on University, national and international research funding (workshops, conferences, scientific seminars, job markets, etc.)
- Management of Visiting Scientists (invitation letters, seminar organisation and logistics, assignment arrangement, guest welcoming) and national and international guests for scientific collaborations

Users

- External guests
- External Guests
- Visiting Professors
- Public and private organisations
- Suppliers of goods and services

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| | <i><u>Indicator</u></i> | <i><u>Calculation/determination of indicator</u></i> | <i><u>Set value</u></i> |
|----------------------|--|---|--|
| Accessibility | <i>Ease of access to the service</i> | Number of channels for service information requests | 4 (E-mail, Zoom, telephone, in-person appointment) |
| Timeliness | <i>Average time for service delivery</i> | Number of working days from the submission of the request | 3 |
| | | | |
| Transparency | <i>Mode of information dissemination</i> | Main channel used to provide information to users | Department's website |

Efficacy The user satisfaction level is available here "[Good practice project: results summary](#)"

Support for the recruitment of non-permanent staff

Description:

- Recruitment and career management of research fellows
- Recruitment and career management of scholarship recipients
- Recruitment and career management of non-permanent staff

Users

- Applicants in recruitment procedures
- External recruited staff

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| | <u>Indicator</u> | <u>Calculation/determination of indicator</u> | <u>Set value</u> |
|----------------------|--|---|--|
| Accessibility | <i>Ease of access to the service</i> | Number of channels for service information requests | 4 (E-mail, Zoom, telephone, in-person appointment) |
| Timeliness | <i>Average time for service delivery</i> | Number of working days from the submission of the request | 3 |
| Transparency | <i>Mode of information dissemination</i> | Main channel used to provide information to users | Department's website |

Efficacy The user satisfaction level is available here "[Good practice project: results summary](#)"

Support for international research

Description:

- Support for the planning, drafting, presentation, management, reporting, and audit of directly-funded research projects: European and international research projects such as Marie Skłodowska-Curie Actions and ERC in H2020, International Foundations, H2020, LIFE+, DJ Justice, COST Action, etc.
- Support for the planning, drafting, presentation, management, reporting, and audit of research projects funded indirectly: European Structural and Investment Funds (FSE, FESR, FEASR, etc.) and European Territorial Cooperation (ETC)
- Support for the planning, drafting, negotiation, execution, administrative management, and monitoring of research agreements with international entities (grant agreement, partnership, supplementary agreement, consortium, coordination agreements)

Users

- Project partner entities
- External applicants for competitive calls

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Indicator

Calculation/determination of indicator

Set value

| | | | |
|-----------------------------|--|---|--|
| <i>Accessibility</i> | <i>Ease of access to the service</i> | Number of channels for service information requests | 4 (E-mail, Zoom, telephone, in-person appointment) |
| <i>Timeliness</i> | <i>Average time for service delivery</i> | Number of working days from the submission of the request | 3 |
| <i>Transparency</i> | <i>Mode of information dissemination</i> | Main channel used to provide information to users | E-mail |

Efficacy

The user satisfaction level is available here "[Good practice project: results summary](#)"

Support for national research

Description:

- Support for the planning, drafting, presentation, management, reporting, and audit of funded research projects:
National research projects PNRR, PRIN, FIRB, FARE, FFABR, SIR, etc.
University-funded research projects (BIRD, ISR, AIR, Visiting Scientist)
'Excellence' projects
- Support for the planning, drafting, presentation, management, reporting, and audit of funded research projects:
University-funded research projects (Stars, Unimpresa, Talent@unipd initiatives, Seal of Excellence)
- Support for the administrative management and monitoring of research agreements with other Italian entities (scientific, administrative, and reporting aspects)

Users

- Project partner entities
- External candidates for competitive calls
- Advisory Board members

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| | <u>Indicator</u> | <u>Calculation/determination of indicator</u> | <u>Set value</u> |
|----------------------|--|---|--|
| Accessibility | <i>Ease of access to the service</i> | Number of channels for service information requests | 4 (E-mail, Zoom, telephone, in-person appointment) |
| Timeliness | <i>Average time for service delivery</i> | Number of working days from the submission of the request | 3 |
| | | | |
| Transparency | <i>Mode of information dissemination</i> | Main channel used to provide information to users | E-mail |

Efficacy

The user satisfaction level is available here "[Good practice project: results summary](#)"

Support for the Department's international accreditation and continuous monitoring of performance indicators

Description:

- Updating the information required by Equis for the Department's international accreditation
- Updating the Department's data for continuous monitoring of performance indicators
- Mapping and streamlining of information processes and data collection

Users Accrediting bodies

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|----------------------|--|---|-----------------------------|
| Accessibility | <i>Ease of access to the service</i> | Number of channels for service information requests | 3 (E-mail, Zoom, telephone) |
| Timeliness | <i>Average time for service delivery</i> | Number of working days from the submission of the request | 3 |
| | | | |
| Transparency | <i>Mode of information dissemination</i> | Main channel used to provide information to users | E-mail |

Efficacy The user satisfaction level is available here "[Good practice project: results summary](#)"

Third Mission, Public Engagement, and support to the Ethics Responsibility & Sustainability Committee

- Description:**
- Management of data and Third Mission activities for ANVUR assessments (SUA-TM) and others
 - Administrative support for Third Mission-related agreements
 - Administrative support for third-party activities related to the Third Mission
 - Organization of Public Engagement seminars and workshops
 - Support for the planning and management of spin-offs
 - Administrative support for patent management, confidentiality agreements (NDA), and intellectual property (IP)

- Users**
- Companies
 - Public and private organisations
 - Institutions
 - Research centers
 - Citizens
 - Suppliers of goods and services

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Indicator

Calculation/determination of indicator

Set value

| | | | |
|----------------------|--|---|--|
| Accessibility | <i>Ease of access to the service</i> | Number of channels for service information requests | 4 (E-mail, Zoom, telephone, in-person appointment) |
| Timeliness | <i>Average time for service delivery</i> | Number of working days from the submission of the request | 3 |
| | | | |
| Transparency | <i>Mode of information dissemination</i> | Main channel used to provide information to users | E-mail |

Efficacy The user satisfaction level is available here "[Good practice project: results summary](#)"