



# Access to Research Infrastructures: Process and Modalities

## Module 2 - Access to RIs: Services

Rosa Maria Petracca Altieri

ACTRIS Service and Access Management Unit- CNR – IMAA

18 March 2025



### IR0000032 – ITINERIS, Italian Integrated Environmental Research Infrastructures System

(D.D. n. 130/2022 - CUP B53C22002150006) Funded by EU - Next Generation EU PNRR-  
Mission 4 “Education and Research” - Component 2: “From research to business” - Investment  
3.1: “Fund for the realisation of an integrated system of research and innovation infrastructures”



Finanziato  
dall'Unione europea  
NextGenerationEU

Ministero  
dell'Università  
e della Ricerca

Italiadomani  
FONDO NAZIONALE  
DI RIFERIMENTO PER  
L'EDUCAZIONE



# Hello!

## I am Rosa Maria Petracca Altieri

I am here because I.....

You can find me at:

[rosamaria.petraccaaltieri@cnr.it](mailto:rosamaria.petraccaaltieri@cnr.it)



# Module Overview

- ⌚ Access services and Access TO services
- ⌚ Towards a definition of SERVICE in science
- ⌚ Science service types classification
- ⌚ Characterization of the RI offer of services
- ⌚ Identification and description of the different services for the Catalogue of services
- ⌚ Hands-on session for the ITINERIS Catalogue of Services

- 🌐 **Access services and Access TO services**
- 🌐 **Towards a definition of SERVICE in science**
- 🌐 Science service types classification
- 🌐 Characterization of the RI offer of services
- 🌐 Identification and description of the different services for the Catalogue of services
- 🌐 Hands-on session for the ITINERIS Catalogue of Services

# Let's start from the RI definition

RI are facilities, **resources** and **services** that are **used** by the research communities to conduct research and foster innovation in their fields

— Article 2 (6) of the Regulation (EU) No 1291/2013 of 11 December 2013:  
‘Establishing Horizon 2020 - the Framework Programme for Research and Innovation  
(2014- 2020)’

# The use of the RI → ACCESS



‘Access’ refers to the legitimate and authorised **physical, remote and virtual** admission to, interactions with and **use of** Research Infrastructures and to services offered by Research Infrastructures to Users.

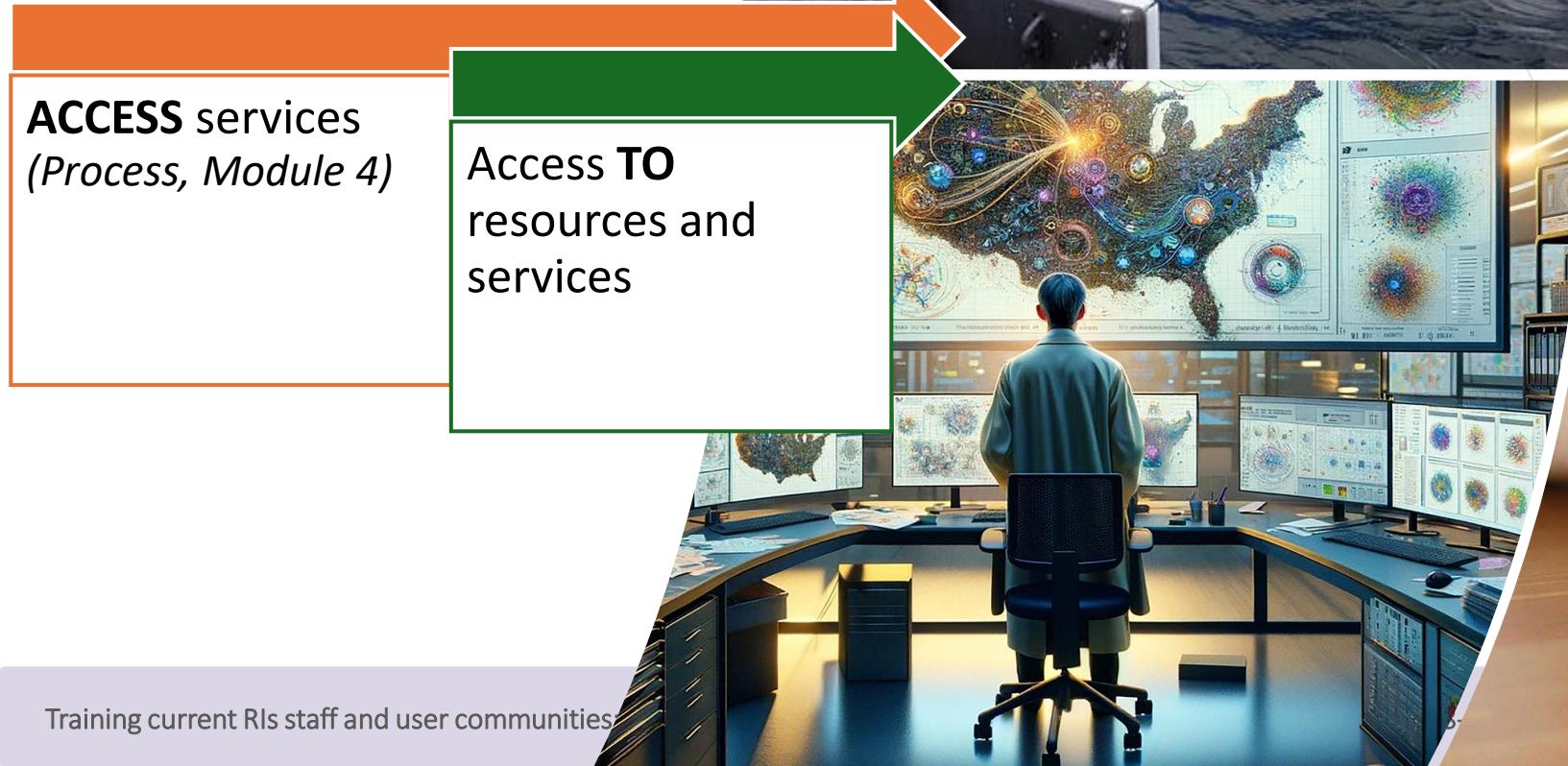
*Article 3 (c) of the European Charter for Access to Research Infrastructures*



- 🌐 Access corroborates the RI's role in supporting the creation of science of excellence and advancing the frontiers of knowledge in various sectors.



# What access?



## Access TO **resources** and services

- ⌚ Equipment
- ⌚ Data
- ⌚ Expertise and know-how
- ⌚ Fields
- ⌚ Samples
- ⌚ Bio-resources
- ⌚ .....



Access TO resources  
and **services**



**What are  
SERVICES in  
science?**

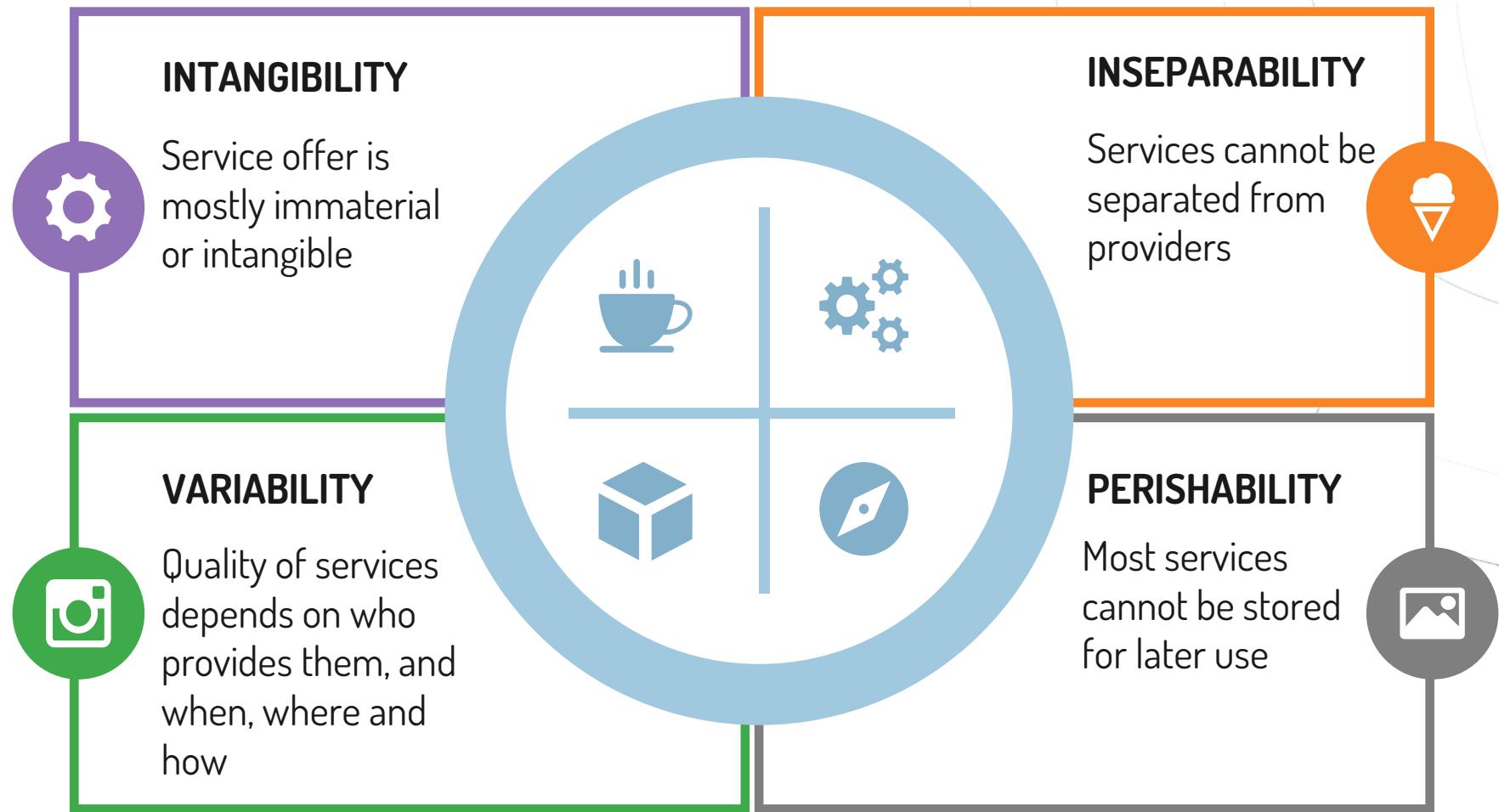
# Definitions of services

“Services are non-material output of an economic system, an activity/task performed for the benefit of the recipients”  
**(in economics)**

“A service is a means of delivering value to users by facilitating outcomes users want to achieve”  
**(ITIL, the British Office of Government Commerce)**

“Services are economic activities that create value and provide benefits for customers at specific times and places as a result of bringing about a desired change in – or on behalf of – the recipient of the service.”  
**(in service marketing; Christopher Lovelock)**

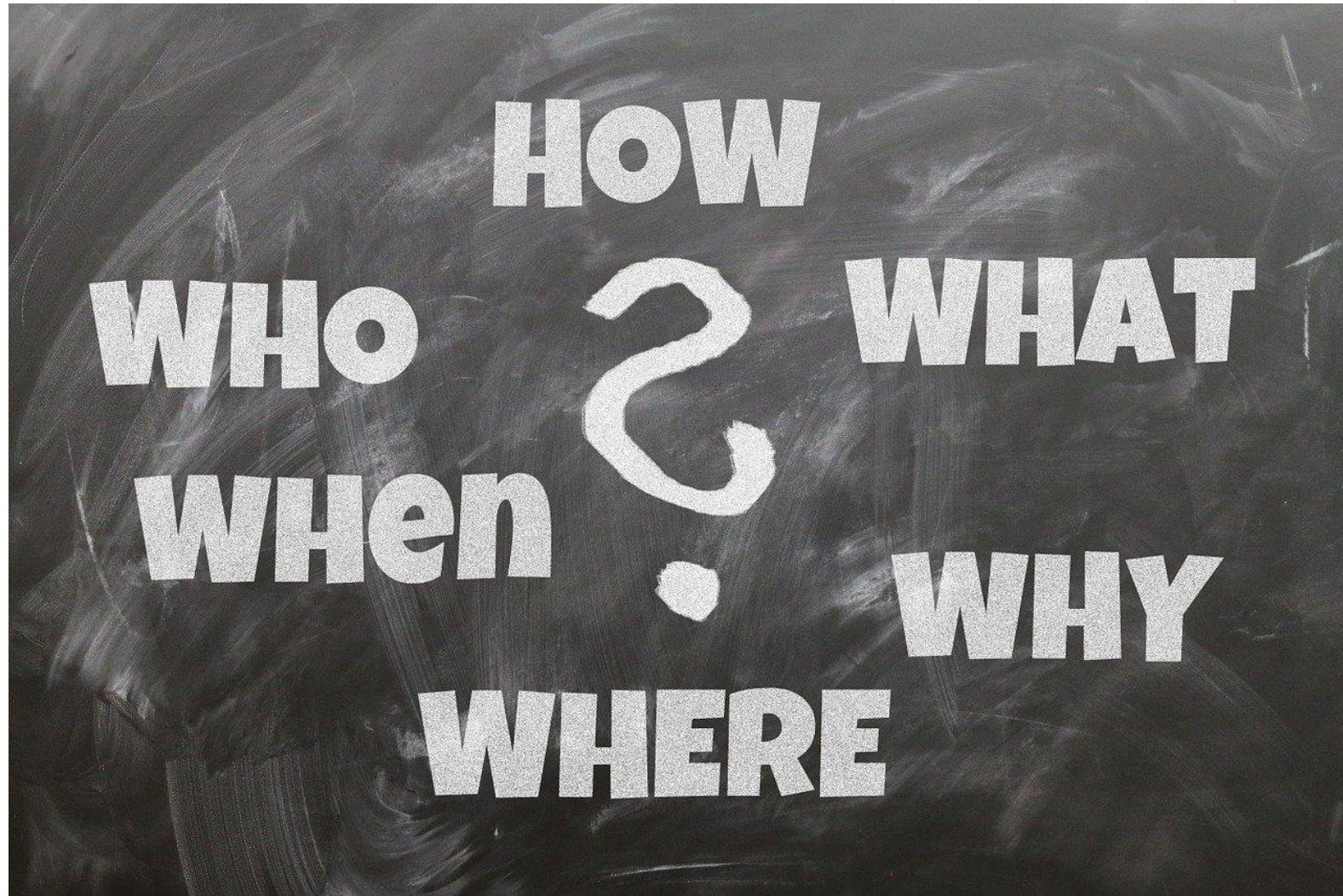
# 4 Services characteristics



# Classification of services

- External – Internal services
- Self-services: services in which there will be the presence of only the users/customers (for example virtual services)
- Inter-personal services: there is the presence of both users and providers, though not necessarily in person (education, entertainment services, etc.)
- Remote Services – services in which there will be the in-person presence of only providers (for example lab analysis, etc.)

# Services: a definition in science?



⌚ **What:** activities that provide benefits to the

recipient bringing about

**a desired change/outcome**



Value

# Five 'W's for services

 **Who:** providers (researchers, technicians, managers, etc.)



# Five 'W's for services

 **Where:** facilities (fixed, mobile, virtual)



# Five 'W's for services

**x When**

→ **Resource availability**



# Five 'W's for services

**x When**

Resource availability

Provider availability



# Five 'W's for services



✗ **Why**: to respond to the needs of science users to advance knowledge and tackle societal challenges

# Services: a definition in science?

- ✗ **What:** activities that provide benefits to the recipient bringing about **a desired outcome** → **Value**
- ✗ **Who:** providers (researchers, technicians, managers, etc.)
- ✗ **Where:** facilities (fixed, mobile, online...)
- ✗ **When:** resources + providers availability
- ✗ **Why:** to respond to the needs of science users to advance knowledge and tackle societal challenges

*"A service is a means of delivering value to users by facilitating outcomes users want to achieve "(ITIL, the British Office of Government Commerce)*

**Units of value that can be provided, as result of a facility operation, to deliver an intended solution to a user research problem/need**



# THANKS!

**IR0000032 – ITINERIS, Italian Integrated Environmental Research Infrastructures System**  
(D.D. n. 130/2022 - CUP B53C22002150006) Funded by EU - Next Generation EU PNRR-  
Mission 4 "Education and Research" - Component 2: "From research to business" - Investment  
3.1: "Fund for the realisation of an integrated system of research and innovation infrastructures"

