



Access to Research Infrastructures: Process and Modalities

Module 2 - Access to RIs: Services

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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”



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Hello!

I am Rosa Maria Petracca Altieri







I am here because I.....

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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

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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

Yes!
We're
Open!

‘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



Relevance

-  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 services
(*Process, Module 4*)

Access **TO**
resources and
services



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?

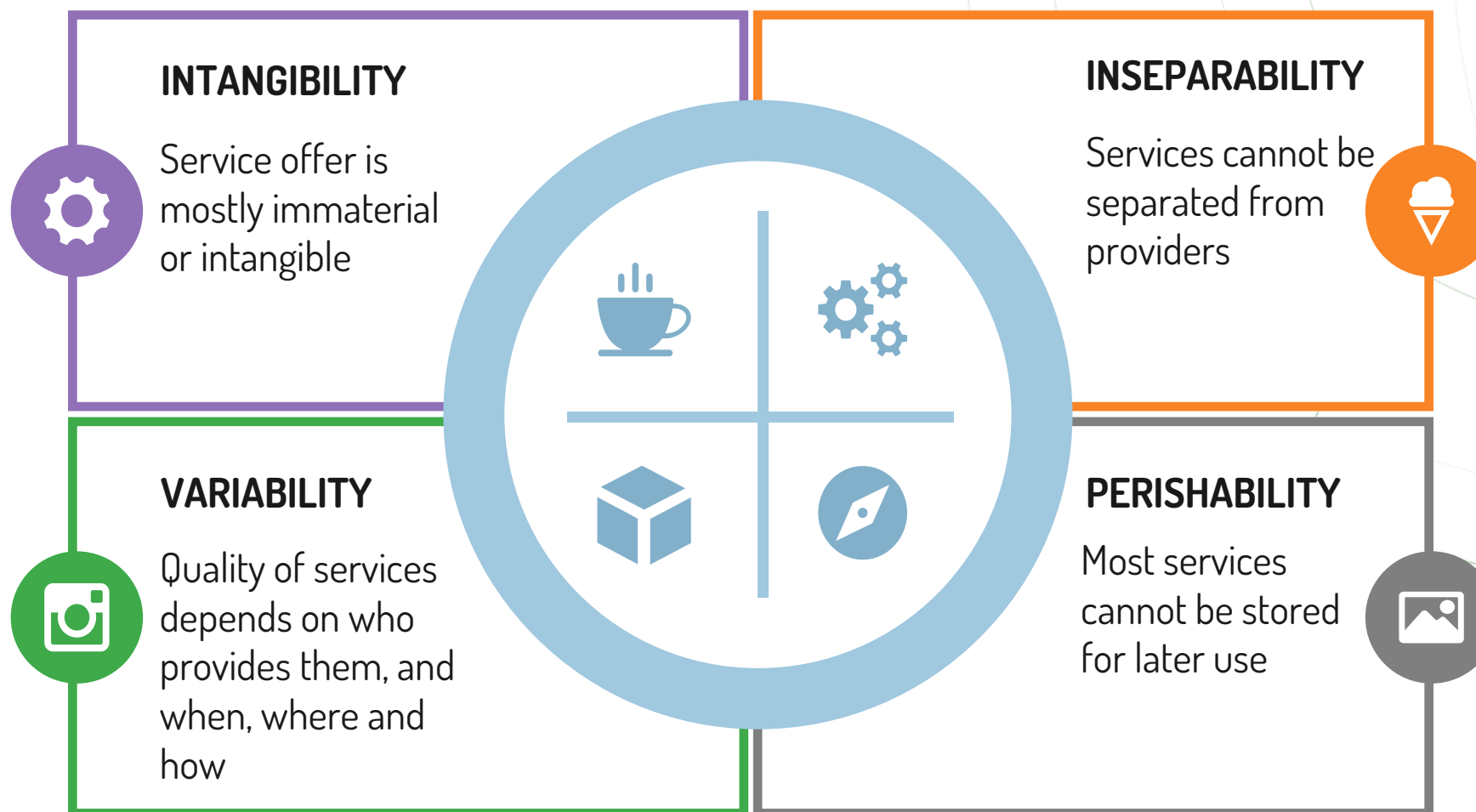
Definitions of services

“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)

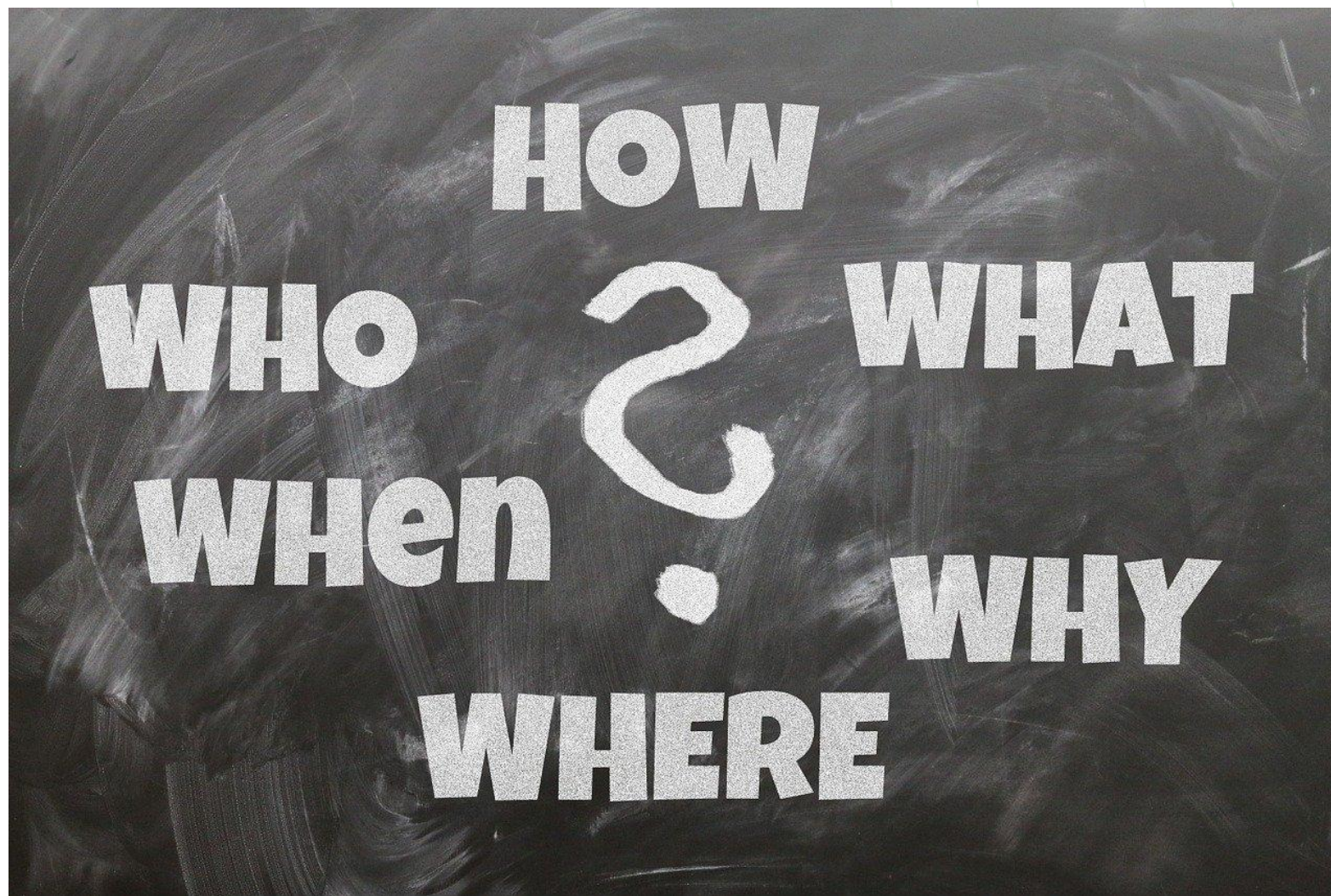
4 Services characteristics



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?



Five 'W's for services

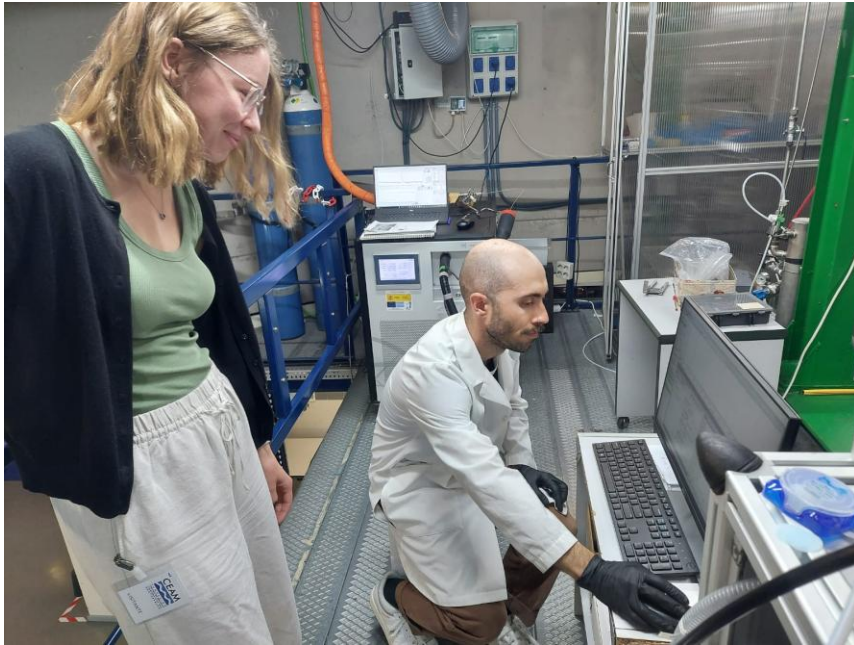
 **What:** activities that provide benefits to the recipient bringing about **a desired change/outcome**

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

Services: a definition in science?

X **What:** activities that provide benefits to the recipient bringing about a desired outcome → Value

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

X **Where:** facilities (fixed, mobile, online...)

X **When:** resources + providers availability

X **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!

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