

Collective work web tools (internal networking)

Effective communication and interconnection of the institution's staff is becoming increasingly necessary to address needs, develop research projects and carry out other institutional activities in line with the Three-Year Plan of Activities of CREA. For this reason, a tool that facilitates interaction and internal communication is very useful. In 2018, in order to provide employees with an IT package capable of addressing all the needs of writing, data analysis and work organization, CREA signed an agreement with Microsoft by acquiring licenses for the "Office 365" package to be allocated to all staff members.

In addition to the common software which allows employees to perform daily, not necessarily group, activities using tools such as Word, Excel and PowerPoint, the package provides employees with a cloud storage space (Microsoft "One drive") which can be shared within a working group made up of internal users.

To improve internal networking there are other applications of the package, such as "SharePoint" to which the CREA network can refer to in order to consult all shared documents. In addition, to support communication in videoconference mode, the "Skype for business" package represents a communication resource for employees, also in order to avoid unnecessary transfers from one CREA location to another.

A particularly interesting tool is represented by Yammer, an internal social network available to the Authority, included in the Office package, which can be of great help for communication and comparison between researchers and all other employees, to share ideas and common areas of interest, research experiences, information on publications, calls, opportunities and events, etc.

In order to disseminate all information useful for the correct use of the new internal networking tools, in June, July and November 2018, training events to all CREA employees were organized, managed by specialized staff. In addition, information material was provided in order to better disseminate knowledge on the tools made available by the Office 365 suite.

The full adoption of the Office tools took place with the migration of the e-mail service to Exchange online, completed by 2019.

CREA management, about a year after activation of the Office tools, is committed to advocating the use of internal networking tools both in the scientific and administrative fields; however, it is necessary to implement initiatives aimed at further stimulating their use.

In addition to a more intense use of these tools, it is necessary that, on the Skype for business platform, in alternative to the possibility of meeting *de visu*, thematic forums and seminars for discussion and programming are organized for the priority research areas of the aforementioned Three-Year Plan.

As far as the support to young researchers is concerned, it is necessary to provide specific compulsory training courses for research staff who start their activity at CREA, dedicated to the deepening of the roles, responsibilities and rights of researchers as outlined in the European Charter of Researchers and in the CREA Regulation, as well as to writing of international research projects, and, obviously, to other exhaustive elements of knowledge of the organizational structure of CREA.

Of particular interest for young researchers is the offer of specialization internships in their areas of interest, to be carried out abroad or at national research institutions or in other CREA Centers. The latter possibility would be a useful tool to promote interaction between Centers.