



PRESENTATION

**Inter-university research centre
on public services**

CRISP, University of Milano-Bicocca
March 2009

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INTRODUCING THE CENTRE

The on-going collaboration and mutual exchange between several centres of study was rendered official in 1997 by the creation of a centre of study proposing high-profile research on public services.

MISSION

“human capital growth and development research towards the innovation of public services; their design, performance estimation and management”



OBJECTIVES



- 1. Promotion, development and coordination of research on public services.**
 - 2. Encouragement of inter-disciplinary co-operation.**
 - 3. Support of the advancement of knowledge and methodology by the organisation of training courses, seminars, conferences, research fellowships.**
- **by:**
 - fostering public debate;
 - publishing studies;
 - facilitating information exchange and interaction among researchers from different departments within universities and public and private research centers;
 - offering training in public services.

DINSTINCTIVE FEATURES



Inter-disciplinary studies

-  Economics / Management
-  Information Technologies
-  Statistics
-  Law

Comprehensive studies

- Methodologies
- Applications
- Management
- Institutional design



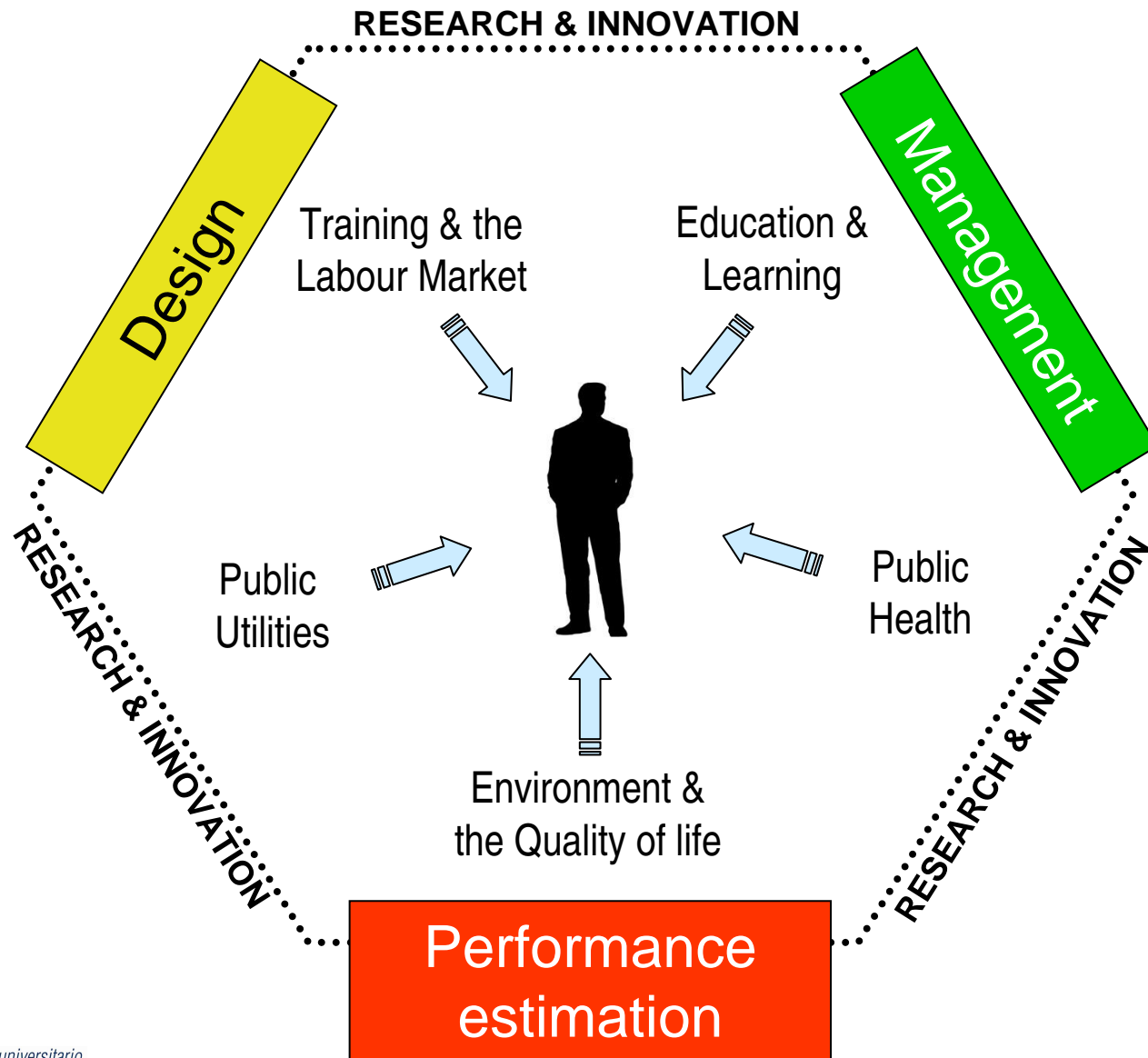
Crisp's main areas of concern:

1. public service development and demand analysis;
2. analysis of economic system dynamics;
3. unbiased methodologies for quality estimation of services;
4. technology innovation

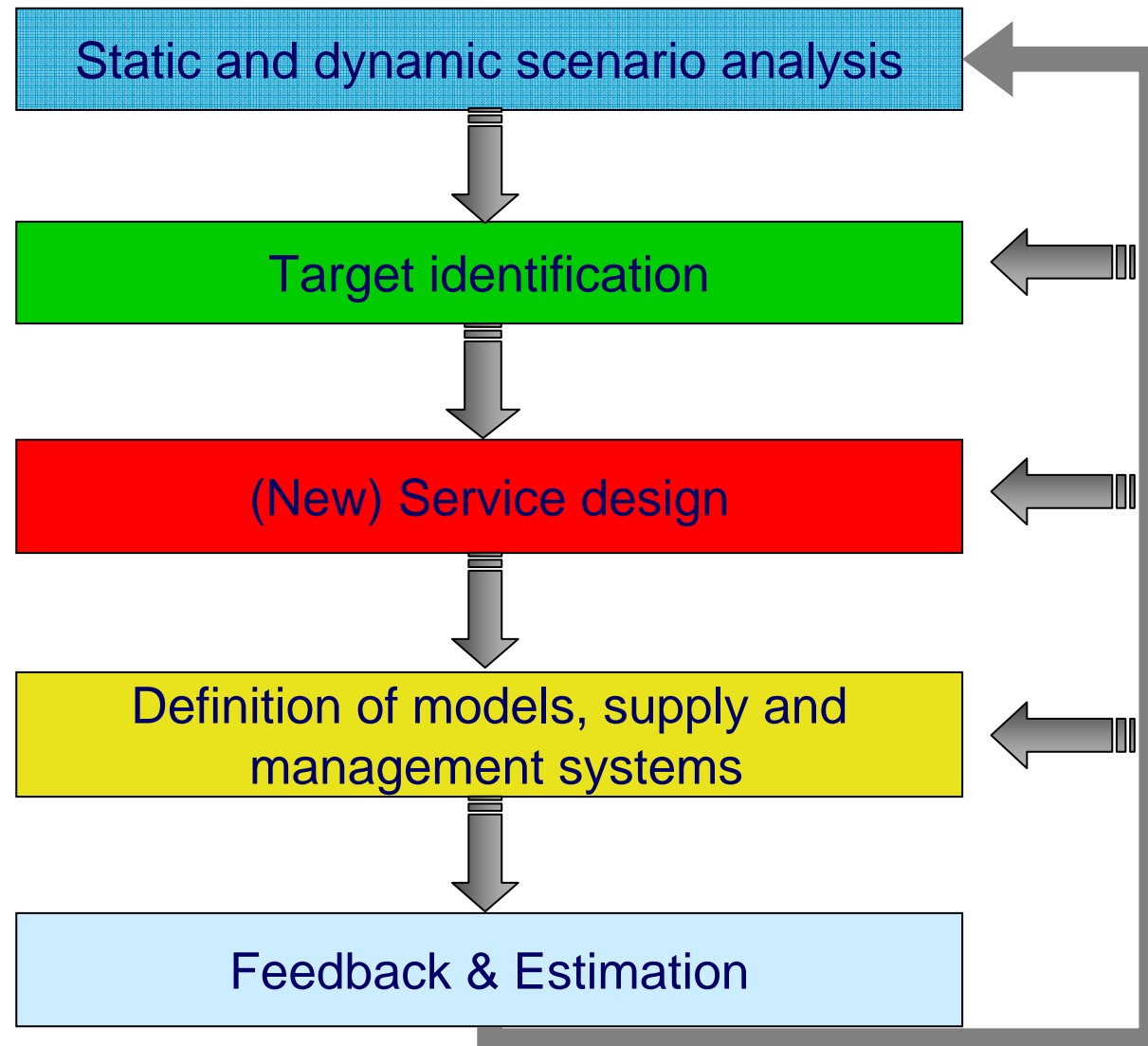
CRISP "Public Services":

- Training and the Labour Market
- Public Health
- Environment and the Quality of Life
- Education and Learning
- Public Utilities

SCIENTIFIC APPROACH



ANALYSIS MODEL



RESEARCH DIRECTIONS



Human Capital (analysis, estimation, development)

- At a **national, territorial, company** level



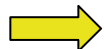
Service Science (design, management, systems)

- Project methodologies of **federated information systems**
- **Decision making support systems** (regarding definition and management of public services policies)
- **Management, company growth, institutional government**



Evaluation & Quality (models and systems)

- **Efficiency estimation** of the service delivery process
- **Efficacy estimation** of services – user friendliness and human capital involvement



Institutional design (legislation, regulations, new administrative structures)

ORGANIZATION



Given the complexity of the public sector, CRISP is organized by areas of interest rather than being structured in departments; a specific referent for each single area ensures a high level of flexibility.



The centre is directed by a **Scientific Board of more than 50 researchers** from several Italian universities.

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RESEARCH PARTNERS



More than 40 research projects delivered so far



Ministero del Lavoro e della Previdenza Sociale



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FURTHER INFORMATION



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