Part 1: Introduction to Activities Analysis

Inercia Digital: Founded in 2010, is an innovative Andalusian (Spain) VET center specialized in training and in the innovation of digital skills at an international level. VET center (Professional Training for Employment) officially accredited by the regional government and the main area of competence is the promotion of the digital and entrepreneurial skills, which they make accessible through their Virtual Campus, approved by the Government Regional of Andalusia as Virtual Training Center for Employment.

Inercia Digital has a vast experience in its participation in European educational programs and since 2017 has been a member of the "Digital Skills and Jobs Coalition" of the European Commission. Inercia Digital has received the AENOR Conformity Certificate EA0043. Our mission is to promote training and innovation in digital skills in all Europe, for the educational institutions for professionals, for the labor market and for all European citizens in general.

The vision is to become a Professional Training and Education Center (VET center) to excellence at the level internationalization through continuous improvement of training and innovation in digital and digital competence entrepreneurial, strengthening excellent teaching and training methods, establishing cooperation and collaboration continues, in line with the politics of regional development, employment, innovation and education.

The Erasmus+ Project: FAITH | Facilitating Artificial Intelligence TecHnology in Youth Work

The idea for the Erasmus+ project FAITH arises from a simple striking realization: the advent of mass commercial, free to use, accessible AIs tools in our societies. In short time institutions, enterprises, organizations and individuals that will not make use of AI will face an increasing competitive gap compared to the actors that will. Any organizational process can be improved with such tools.

The field of Youth Work is not going to be immune to such revolutionary changes. Youth work, like many others, is subject to revolutionary changes driven by shifts in technology, social dynamics, and cultural norms. In recent years, we've seen advancements in digital communication, changes in the ways young people interact with information, and evolving understandings of youth development and well-being. These factors all influence how youth workers engage with and support young people. Adapting to these changes requires a flexible and innovative approach to youth work practices, ensuring that professionals can effectively meet the needs of today's youth. This might involve integrating technology into youth programs, addressing emerging challenges such as cyberbullying and online safety, and continually reassessing and updating best practices to remain relevant and impactful.

FAITH will bolster the streamlining of the processes of three partners involved in youth work and will identify the artificial intelligence tools and software best suited to support these processes, collecting the results of the research in the Manual on Artificial Intelligence in Youth Work.

Cooperation arrangements: Workpacages:

WP1, Project Management, including the first transnational meeting. During the session, the work methods for WP2 and 3 were decided through: Monitoring and evaluations of the work that are organized in online sessions, and with the shared Drive folder, the project budget and schedule are created, in addition of the template for each WP to monitor key indicators - an online document for each workflow that lists all expected qualitative and quantitative indicators, for example, content for each deliverable, number of hours/days of staff engaged, number of people reached by promotion and dissemination activities, other indicators such as quantities identified for each WP. The Progress Meeting to be held in June is the most important for the purposes of monitoring the progress of the project, being located at the end of phase 2 of WP2 and beginning WP3 and allowing the alignment of the association.

The project is at the present White Paper moment into the **WP2** - Section 1 Phase: After finalizing the process analysis and pinpointing of processes that most need to be improved, it is immersed at the Researching phase, consisting in the selection of AI tools related to the real processes that take place during the daly work in their jobs, in many different activities. That's how we manage and develop the necessity of searching for the processes and the activities to select the tools that can be used for this purpose, which can be used to significantly improve the processes identified in the previous phase.

WP2 - Section 1: Objective: Identify pain points and areas where the introduction of AI-based solutions could make significant improvements, to develop a precise definition of the indicators of effectiveness and efficiency of the processes implemented by partner organizations, in order to be able to evaluate the impact of corrective and/or improvement actions.

Objective of the present Whitepaper: This manual serves as a comprehensive guide for collaborators involved in the production of a white paper focused on analyzing and mapping the organization's processes. The goal is to provide a structured approach to identify, describe, and evaluate the most relevant processes within our organization. The methodologies employed to analyze the organization's processes at Inercia Digital was based on SOP13 The innovation department has 3 sub departments 1) innovation 2) projects and 3) tech. Each of them with their different SOPs. The objective of this protocol is that all workers in the project department know how it works and can efficiently carry out all the tasks and functions necessary to achieve the department's objectives.

Content Suggestions:

Based on Pre Mapping of the Workflow and using the previous phase as an introduction, the following figures 1, 2 and 3 shows Inercia Digital Process analysis within the different processes that are involved at the Innovation Department. To be able to identify the artificial intelligence tools and software best suited to support those processes, the first step is to break down the processes in which you work and which tasks may need to be improved through the use of artificial intelligence tools. From the call for Proposals to National Agency, to the final phase of Implementing and reports to end the project, Innovation Department and the different sub departments are involved in different processes and tasks:
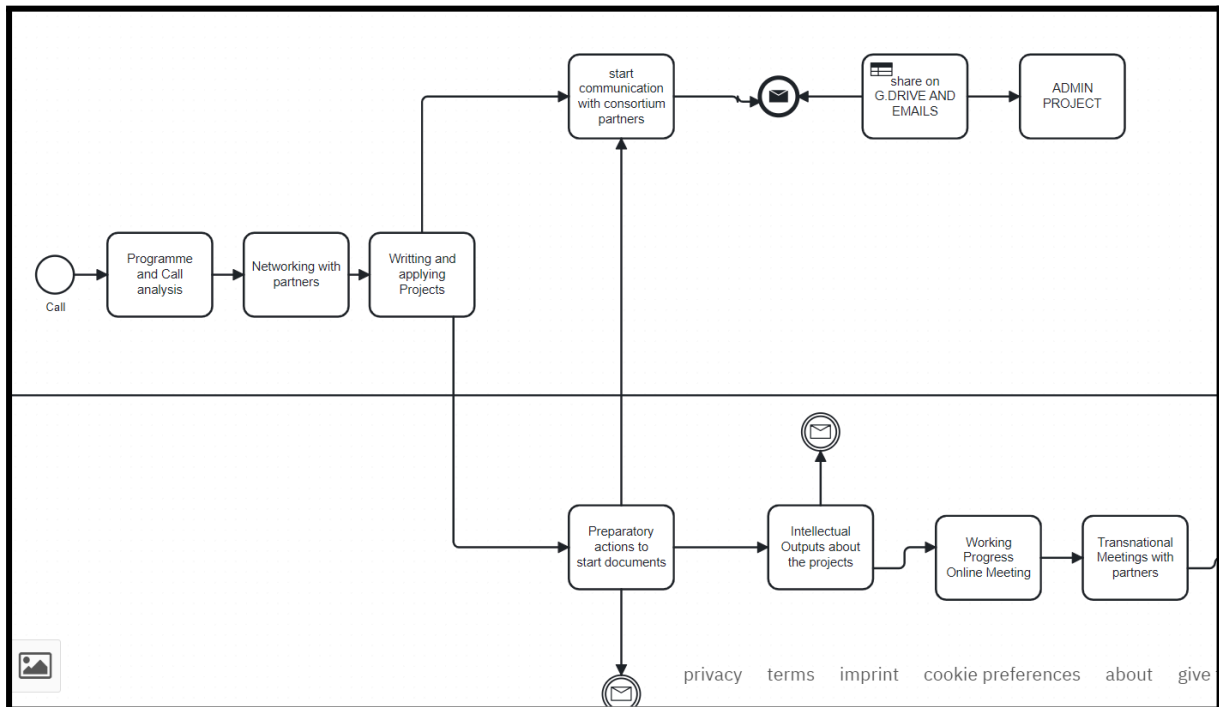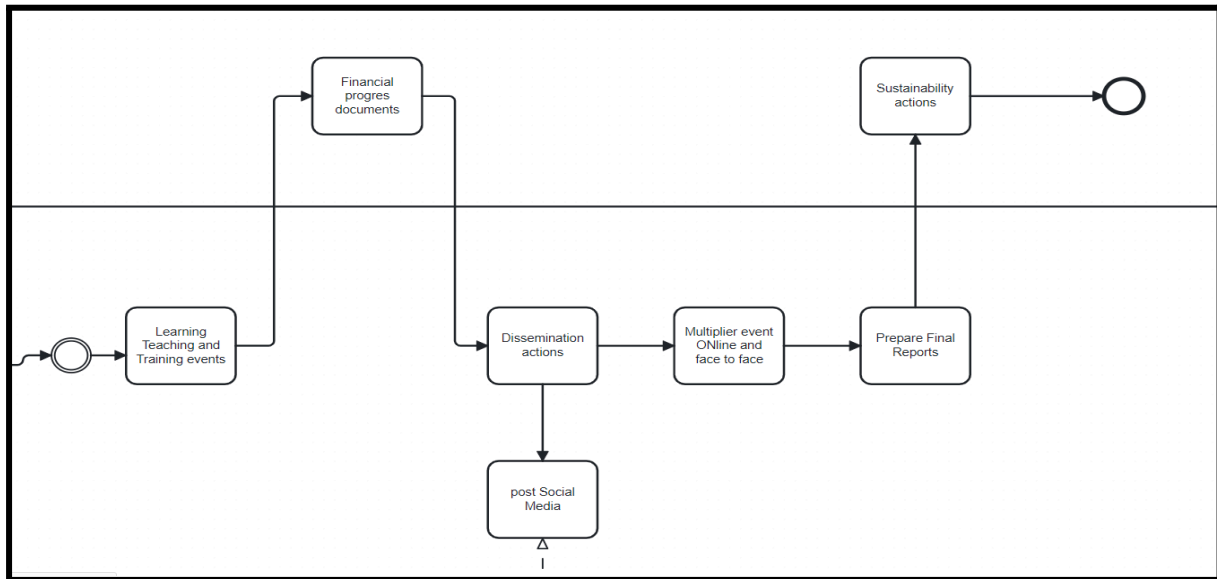

Figure 1: Mapping Process Inercia Digital.

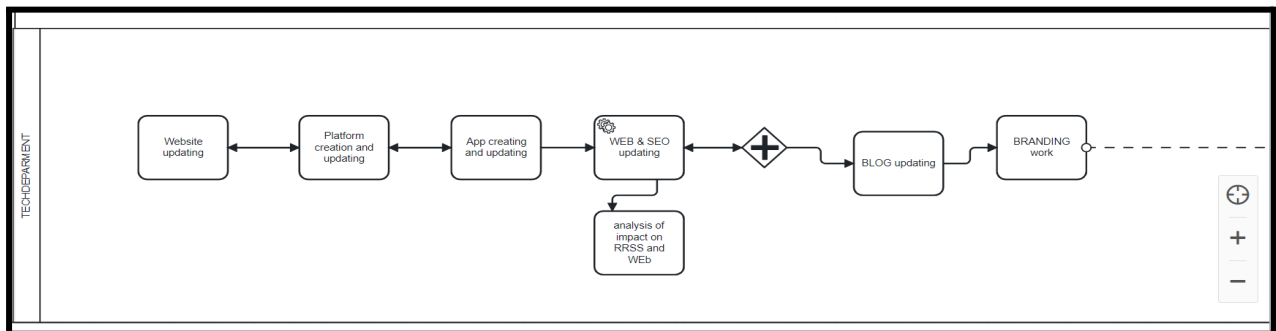Figure 2: Figure 1: Mapping Process Inercia Digital.

Figure 3: Mapping Process Inercia Digital.

The importance of these processes in achieving organizational goals:

1. Efficiency: Check Workflows and eliminate unnecessary steps, Inercia Digital can improve productivity and resource utilization, ultimately driving towards our goals more efficiently.

2. Quality: Understanding and mapping processes to standardize procedures and establish quality control measures. Consistent and standardized processes lead to higher-quality outputs which are often key components of our organizational goals.

3. Innovation: Providing continuous improvement and innovation. Identifying areas for innovation and experimentation, driving creativity and adaptability in pursuit of our organizational goals.

4. Adaptability: to new opportunities and challenges. By having a clear understanding of our processes, Inercia Digital can identify areas for adjustment and realignment in response to changing conditions or strategic priorities.

Part 2: Mapping of Subprocesses

Subprocesses

1. The project coordinator must carry out all the tasks of the projects assigned to him/her by the Innovation Manager. It can depend on the project but there are tasks that are related to the project coordinator as a formal agenda:
   - Coordination and communication with the partners.
   - Developing the activities that are divided for the consortium.
   - Daily update of email correspondence.
   - Contribution to reports.
   - Contribution to materials.
   - Development of content for interviews and questionnaires.
   - Once a week follow up meetings with the Innovation manager.
   - Follow up meetings with the consortium.
   - Minutes of every meeting.
   - Dissemination materials.
   - Developing agenda, logistic document, badges and tables for TPM in Spain.
   - Developing tour of the city.
   - Creation of logos, badges and guidance for the project.
   - Developing strategies for the project as required.
   - Organizing piloting, Webinars, multiplier events, and dissemination events.
   - Communication with Tech department to update platforms and APPs
   - Contribution to the Budget allocation reports.
   - Reports for the finalization of the project.

Each coordinator will be assigned with ten projects of Innovation to coordinate. When it comes to executing it, there is a joint work team that involves different tasks:

   - Correctly and efficiently implement Erasmus+ projects, obtaining excellent results within the budget allocated.
   - Establish good networking with project partners to get to work on more projects.
   - Carry out international and national networking to obtain collaborators for the projects. The tools used to implement the projects are Trello, Slack, Admin Project, Gmail and Google Drive, Dropbox, Zoom, Educational e-platforms, Android and IOS apps.

- Dissemination of new knowledge/innovative results at local, regional national and European level participation of staff in local/European new knowledge activities, such as newsletters, social media, website, EPALE, Erasmus+ Results Project Platform, Salto Youth, press release.
- Participation of national organizations in Inercia Digital innovation projects (National Strategic Partner.).

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Activities developed during the processes

The list of the activities

1. Introduction to the coordinator.
2. Send a logo with a slogan, a logo without a slogan, and a negative logo. Requesting the application form (and the corresponding annexes, such as budget), as well as the Gantt chart if applicable.
3. Search for a national strategic collaborator.
4. Carry out international and national networking to obtain collaborators for the projects.
5. Create and complete project management tools:
   a. Trello and Drive documents
   b. Inercia Digital Calendar
   c. KA2 File + Project Acronym
   d. Include project partners in partner database
6. Complete the General information list Included in Trello: Application form, Bilateral Agreement, Timetable (Gantt chart) Project summary.

Processes involved within the Innovation Department

Based on guidelines developed by the Managers department Inercia Digital developed an intern research of Processes with the interview of the critical collaborators.

The following processes have been selected after the interviews phase mentioned, and we have decided the following list of 11 processes with high level of priority.

- Preparation of the contents, questionnaires, research, documentation
- Uploading of the materials to the platform

- Preparation of the system for implementation of the project phases
- Preparation of the evaluation system
- Pilot testing
- Development of the dissemination strategy
- Creation of official profiles on social networks.
- Preparation of the newsletters, press releases
- Multiplayers events in partner countries
- Dissemination conferences online/face to face
- Reporting

For structured processes, BPMN mapping was initiated at this stage.
The results were:

- List of activities and tasks related to the Innovation department processes with the functions.
- the detailed interview notes about the processes found.

The next step was to review the outcomes with Inercia Digital Guidelines to create a list of processes to improve.

Processes to improve by introducing AI tools for the tasks involved:

Once the interviews processes were selected , and taking care of the Guidelines already developed by the company, Inercia Digital started to study the breaks or small cracks to look for the AI tools

The purpose of this step was:

- interviews the different department managers and workers in each section to examine the tasks being carried out.
- Checking the guidelines of protocols created by the company. The objective of the protocol is that all workers in the project department know how it works and can efficiently carry out all the tasks and functions necessary to achieve the department's objectives.
- To assign a priority order to finalize the BPMN mapping.

If a process was found to answer all 3 criteria, it was assigned the highest priority;
In total, 11 processes were found to be of high priority:

- Identify needs & priorities
- Approval of items
- Managing a project timeline and KPI monitoring

All partners agreed to concentrate our efforts on the activities in the following list:
Inercia Digital will focus on the first 4:

- ***Dissemination***
- ***Creation on images VI based***
- ***App or website creatio***
- ***Easy software automation and consultancy***
- Video editing and video creation
- PPT creation
- Communication with partner (co-operative platform)
- Evaluation of application
- Summarize text
- Taking minutes of call
- Translations
- Monitoring project management
- Analyzing impact on social media
- Creation of communication
- More integrated software for forms
- Automatic updates to community

KPIs for evaluating and monitoring the effectiveness of processes in the areas of image creation, dissemination, easy software automation, and app or website creation can help in ensuring that projects are on track and objectives are being met.
Here the list of KPI and the KPI chosen by the Project task for the selected activities:

KPIs for Image Creation

- **Use of free images with quality**
- **Time to create images**

To evaluate the indicators of the image and its free use, one must take into account the relevance and the context. Make sure that the images are relevant to the content in which they are used. This can be reflected in questions or by carefully following the feedback in the form that is given to it to be distributed on different platforms.
On the other hand, the quality of the same products continues
adequate resolution for the intended use (web, printing, etc.). A good practice is to use images with at least 72 ppp for web and 300 ppp for printing, with clarity and sharpness. Images must be sharp and clear, without distortion or pixelation. The type of license is also relevant if you need to ensure that the images have licenses that permit free use (Creative Commons, public domain, etc.). According to the Time to create Images, it is based on the previous projects, it is possible to establish immediate times for recurrent things and compare

them with the real times. According to interviews and the analysis of the guidelines of the company process, it is necessary to introduce in detail the steps of the creation process to identify possible best ones and to establish the standard time.

KPIs for Dissemination

- **Time taken from creation to dissemination.**
- **Number of channels/platforms used for dissemination during the project.**

The total time estimated from the beginning of the process of creating an image has to be distributed on all the expected platforms
This is the objective of improvement through AI tools and its objective use, which is directly aimed at reducing the total time from creation to less as well as the increase in quality and the possibilities that are generated from one's own AI for greater efficiency in the task.

The total number of channels or platforms from which the image is distributed is relevant and the use of AI in this point is crucial because it is agile and allows multiple subtasks to be used in a single area. Thus increasing the capacity of the diffusion channels to maximize the quality of the images and the access among users of the same company to be able to review and share in less time of reversal.

KPIs for Easy Software Automation (Involving Communication)

- **Reduction in time spent on manual tasks.**
- **Average time to respond to communication through automated systems.**

In this aspect we must identify the manual tasks that also consume a lot of time and look for additional opportunities for automation to reduce time spent on manual tasks and
Average time to respond to communication through automated systems.
To this end, the automated workflows are regularly reviewed to ensure that they are optimized and functioning efficiently.
The weekly auditoria in the evolution and development of the areas are crucial. Ademas of the monthly analyzes to check that everything is carried out in time to complete the deadlines.

KPIs for App or Website Creation

- **Number of bugs or issues found post-launch.**
- **Percentage of visitors who complete desired actions**

Here, consider the quality and effectiveness of the platform or service after launch, as well as the interaction of users with the same goal of reducing the number of problems encountered after launch to improve the quality and experience of the user and our own young creators

and workers. Likewise, young workers through the use of IA tools will be able to experience improvements in increasing the number of visitors who complete the desired actions, which indicates a greater effectiveness and usefulness of the service and its activities within the company for which they work. These indicators will be key to your goals.