

ANNEX B – OVERVIEW OF THE FUNCTIONALITIES BY USER

USER PROFILE	FUNCTIONALITIES
<i>Staff in charge of scanning at the schools</i>	<ul style="list-style-type: none"> - On-site and on-line training for the administrative staff in charge of digitisation and uploading operations in the schools. - Following that training, those staff must be capable of dealing autonomously with the different problems which may arise during the digitisation and uploading periods. - Have secure access to the application for digitisation and uploading. - Supervise, check-up and control of digitisation of scripts operations. - Automated operation for anonymisation of digital scripts.
<i>ICT staff at schools</i>	<ul style="list-style-type: none"> -On-site and on-line training for digitisation and uploading operations. -On-site and on-line training for basic use of the correction tool. - Integration of tools in the IT work environment of the schools - First line support for users in their school.
<i>Correctors</i>	<ul style="list-style-type: none"> - Have secure access to the application to display, view and correct the digital examination scripts. <p>The correction interface must be ergonomic and interactive and must make available a number of tools and functionalities facilitating correction operations. The correction module must in fact be akin to correction by hand.</p> <p>The supplier will be expected to provide correctors with training (on-line and on-site) enabling them:</p> <ul style="list-style-type: none"> - to display and view each script page by page or as a whole, in ‘portrait’ or ‘landscape’ format, and to zoom in on each part of the script; - to read the script in booklet mode; - to display and view easily the marking scheme, the correction criteria and the question, and to be able to print these; - to make annotations gradually as the script is read through and to be able to save them in digital format; - to award marks for questions according to the marking scheme; - to assess or correct a script partially, save it and return to its correction later; - to award marks to scripts; - to consult/correct several scripts simultaneously; - to consult easily the corresponding questions for each script; - to return to a script to which a mark has been awarded or which has been assessed for revision; - to review marking; - to have tracking tools and statistical data concerning their correction; - to have integrated and customizable electronic communication tools <p>The technical solution must be capable of dealing with double or triple marking, where this exists. In the latter case, the third corrector must be able to access the 2 corrected scripts simultaneously and correct it whilst displaying and viewing the annotations made and the mark awarded by the other two correctors.</p> <p>The system will need to guarantee anonymity between the internal corrector and the external corrector. Neither of them may have access to the other’s comments and annotations.</p>

	<p>Other can also be granted access to:</p> <ul style="list-style-type: none"> - the statistical trends in the marks awarded by paper or question, either overall (average of all the correctors) or by pre-defined groups (schools, language sections...) - candidates' scripts according to certain pre-defined criteria (e.g.: display and view all the scripts corrected to which a below average mark has been awarded); - and once the correction of all the scripts has been completed, all the results achieved for the different questions and the averages and the standard deviations per question, either overall or by pre-defined groups. <p>A corrector who encounters difficulties with correction of a question must be able to send a message to the inspector, accompanied, where appropriate, by the script in which the problem has arisen. The inspector receives the question instantly on his/her device and must be able to respond to it as soon as he/she wishes. The contact details of the corrector who has asked the question will also appear on the question, which will enable the inspector to contact the corrector by telephone if need be.</p>
Inspectors	<p>The supplier will be expected to provide the inspectors with training enabling them to get acquainted with the correction tool and with the possibilities to set up different parameters.</p> <ul style="list-style-type: none"> - Circulate information during the correction process and converse with each of the correctors through an instant messaging tool incorporated into the system. - Supervise on-line assessment and correction operations (delays, omissions, need for a script to be marked a third time, etc.). - Coordinate the correction phase with teachers and external correctors through communication tools; <p>The inspectors must be able to display and view corrections of their subject gradually:</p> <ul style="list-style-type: none"> - the statistical trends in the marks awarded by question, either overall (average of all the correctors) or individually (corrector by corrector); - candidates' scripts, selected according to certain criteria (e.g.: display and view all the scripts corrected to which a below average mark has been awarded); - and once correction of all the scripts has been completed, all the results achieved for the different questions and the averages and the standard deviations per question, either overall or by corrector.
Baccalaureate Unit (and the Schools Administrative supervisors during the prebac session in January)	<ul style="list-style-type: none"> - Setting up and Configuration operations. - The technical solution will allow functionalities to be configured on the basis of the different users' profiles. - It must be possible for these functionalities to be activated or deactivated according to users' needs. - Insertion of all the information required by internal and external correctors: the European Baccalaureate examination question papers, the marking scale being amendable, the correction criteria, the marking grid, the list of candidates, etc.). - Insertion of information about the allocation of scripts to be corrected, including the pairs of correctors. - Automated system for creation of candidates, with the possibility also of importing one file with candidates. - Allotment of digital scripts operations before and during correction, if need be. - Exporting of marks. - Closure of the session: freezing of the system until full data on the session in progress have been archived in their entirety. - Insertion of changes to marking. - Deletion of one or more questions. - Insertion of the information required for the creation of rights for the different user profiles. - Supervision of on-line correction operations. - Importing of the file of correctors for rights creation (the supplier will be responsible for the management of authorisations).

	<ul style="list-style-type: none"> - Importing of correction tools / correction instructions. - Opening and closing of corrections in the application. - Making the digital scripts available to correctors for on-line correction. - The Baccaureate Unit will draw up the list of the people involved who will be entitled to have access to the scripts, specifying the limits of such access for each level. - Circulate information during the correction process and converse with each of the correctors through an instant messaging tool incorporated into the system. - Will be authorised to contact the supplier's technical assistance and support service about any question. - Will be able to track and monitor in real time the progress of corrections through a breakdown of the scripts assessed and selected or corrected. - Will have statistical tools to display and view the main trends. <p>The Unit must be able to display and view as the correction process gradually progresses:</p> <ul style="list-style-type: none"> - the statistical trends in the marks awarded by question, either overall (average of all the correctors) or individually (corrector by corrector); - statistical trends through pre-defined groups (schools, language sections, ...) - candidates' scripts, selected according to certain criteria (e.g.: display and view all the scripts corrected to which a below average mark has been awarded); - and once correction of all the scripts has been completed, all the results achieved for the different questions and the averages and the standard deviations per question, either overall, by pre-defined groups or by corrector, once correction of all the scripts has been completed.
ICT Unit	<ul style="list-style-type: none"> - Integration of the tool into the European Schools' IT environment: <ul style="list-style-type: none"> • Creation and updating of identities on the basis of a ES application (via web services) • Creation and updating of lists of examinations with students registered as candidates • Allow numerous statistical reports to be produced by enabling a reporting tool (SAP BO, Power BI) to be connected to the solution's database • Automatic archiving of an examinations session on our servers • ... Integration will involve avoiding any unnecessary re-encoding and automating all processes possible. - Tasked with the solution's installation and its security. - Will be authorised to contact the supplier's technical assistance and support service about any question concerning correction. - Will put in place all the material resources required for the solution's smooth operation. - Will provide a second line support service for the IT infrastructure (Hardware, Network, Software) - Tasked with monitoring the indexing and digital archiving of the documents.
Supplier	<ul style="list-style-type: none"> - Integration of the tool in the European Schools IT environments. -Project management for problem free and successful set up and implementation of the tool -On-site Support in all setting up operations necessary for the roll out of the project - Developments and/or adaptations to the technical solution requested by the European Schools and the OSGES. - Configuration and integration of existing repositories and/or data. - Deployment and provision of the solution with transfer of knowledge. - Provision of all practical information about use of the solution, including the telephone number and email address of the support service.

- Provision of a 'school' platform used in the context of training courses. This platform must allow simulation of all the actions which the users will be required to carry out.
- Provision of an on-line user and training guide on the tool's operation, adapted to match each user profile and regularly updated.
- Should the solution have to undergo a compatibility check with the ICT Unit's recommendations, the supplier will undertake to answer all questions and to provide all the documents requested by the OSGES.
- The supplier will provide a test and acceptance environment to enable new functionalities added, new versions, or software upgrades to be evaluated and accepted prior to implementation and roll-out.
- Will provide support to the OSGES as described in the SLA.
- The supplier will provide post-training remote technical assistance and support (by email or telephone) while the operations are under way.

The supplier will give the OSGES:

- a list of the people authorised to take action on the premises hosting the solution;
- a list of the components configured and integrated;
- comprehensive documentation on the solution's technical hosting, updated whenever any correction is made;
- a description of the 'school' platform;
- a description of the support service, including contact details (telephone numbers and email address);
- comprehensive documentation on the solution, updated whenever any correction is made;
- a list and a description of the developments and adaptations made to the initial technical solution;
- all the documents will be made available to the OSGES in digital form.

The supplier will provide training courses as part of the project (deployment of the solution) for the different user profiles, bearing in mind that one profile must always follow the training courses for less technical profiles.

1. Profile 1 (the most technical): **Bac Unit and It Unit of the OSGES** – Integration in the European Schools IT environment, security issues, uploading and data transfer, Setting up,, monitoring and control of the tool...
2. Profile 2: **Staff responsible in the schools**. Integration in the school IT environment, scanning, uploading...
3. Profile 3: **The inspectors**. General overview of the setting up possibilities, moderation, basic correction features, statistics, communication with correctors...
4. Profile 4 (the least technical): **Correctors**. Correction features and functionalities.