Presentation of objectives, deliverables of essays and support tools.

Trainees will be able to:

* Identify key objectives of the work to be undertaken,
* Use the tools needed at either the e-learning platform or the questionnaire level,
* Describe and be able to write the structure and deliverables of work

Detailed description of the contents of the section

* In this section directions will be given for the deliverables of the work that may include:
	+ How to fill in a structured IMM questionnaire
	+ What are the main conclusions with regard to the evaluation of public services, the main points for improvement and the configuration of the IMM at national level, if necessary,
	+ Supporting material for the essay presentation.

It will also provide guidelines and standards for the structure of deliverables and instructions for the use of tools