**Research questions:**

- QUAN + QUAL approaches

**Development of the research design**

- Experts
- Professionals
- Definition of the object of the research
- Time scale

**Data collection**

- Collection of quantitative contextual data
- Collection of quantitative data
- Quantitative data analysis
- Quantitative data collection tools' development
- Quantitizing/Qualitatzing data analysis

**Data analysis**

- Collection of qualitative contextual data
- Collection of qualitative data
- Qualitative data analysis
- Qualitative data collection tools' development
- Semi-structured interview / group interview

**Tool development**

- T0 + T1 + T2 + T3