

Senior Expert Corps – a Project of Swisscontact

Promoting entrepreneurship through expertise – Imparting technical skills through volunteer work

The retired professionals of our Senior Expert Corps (SEC) are qualified experts on site. Through their consulting services, they provide hands-on, cost-effective support towards sustainable development of companies and institutions.

SEC Assignment in Albania, 2019

Assignment No. 3550

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| Location | Tirana, Albania |
| Client | ICT Innovation Hub |
| Expert | Urs Brunner Management and ICT Consultant |
| Period | 12. - 23.08.2019 |



Client Profile

This ICT Innovation Hub is responsible for creating creative environments, designing startup support programs and development as well as encouraging consolidated businesses within the Hub to expand their business. The hub is an incubator that serves as a catalyst to foster the development of new ICT business ideas and to help young people through the process from idea perception to product or service creation.

Tasks

Definition of 2 business models and the 15 services mentioned in the value propositions of the business models. Strategy:

- Market analysis, organization analysis
- Definition of vision, mission and values
- SWOT analysis, draft strategy MAP
- Draft strategy and strategic objectives with KPI's
- Draft «Track and Manage Progress» process (review set-up)
- Draft job descriptions
- Draft implementation/action plan

Results

The strategy (draft) with the 2 necessary business models and action plan for the implementation as well as KPI's and the review set-up to manage the implementation and progress.