Apologies for the delay in getting this back to you, it was not an easy task finding tech professionals that I knew. The organisations I am looking at are ones that my friend worked for in the past and currently work for. Both ideas were born recently because of the COVID-19 pandemic. My friend worked in Bulgaria as an outsourced employee but moved back to the UK due to better pay and missing the city.

**IDEA #1: RETROSPECTIVE IDEA: Google (Sofia, Bulgaria)**

CHANGES AT GOOGLE: These were changes to already existing systems.

The pandemic brought a long a great deal of changes regarding information management, and a lot of the already existing systems at Google had to be revised quickly in order to comply with changing requirements. My friend was involved with some of these changes:

* Many functions such as ‘GSuite’, had to be rebranded as Google WorkSpace due to people needing to access different packages due to COVID. This caused a lot of confusion and needed a lot of man management, as stakeholders had mixed reviews to the changes.
* Changes also had to be made to Hangouts and Meet; Hangouts used to only be a chat session application, but after the pandemic started, apps like ‘Zoom’ and ‘HouseParty’ started boasting video chat features that were helping to connect people in isolation. To rival this, Google created ‘Meet’, extending the Hangouts features to include video calling. This did have its issues though.
* Changes were most importantly brought to Google Classroom; new features such as the option to have exams online were added. However, as the service became more popular, the need for constant upgrades and updates to permissions were needed, as annoyances such as 3rd parties entering the wrong groups and causing havoc was happening. Students were taking advantage, and admin permissions in the Google Admin console had to be constantly changed.
* The Google Admin Console had to for example, include an audit log to handle stakeholder data. This was never implemented before for some reason, but as more clients started to use G Suite for online education, audit logs were needed to organize, monitor and distribute information.

I will carry out the investigation by speaking to my friend, as well as the employees that they still interact with back in Bulgaria, as they still have access to these systems and can provide information about what went right and wrong.

**IDEA #2: CURRENT IDEA: University of Greenwich (London, England)**

CHANGES AT GREENWICH: New ILS system born out of necessity due to the pandemic.

My friend is currently part of the university IT team that runs ‘InPlace’, the information system by which the university students, nurses and lecturers are able to log the work hours and timesheets that they have done whilst on placement. It is also being implemented by the BSEO (business school) for online submission of information due to the new learning/teaching approach. This system seems to be well implemented, as all the partner organizations and stakeholders show up on the system automatically, so there has been some level of coordination there between them.

* The purpose of this IMS is to also filter the paperwork that has been submitted by any of the stakeholders, so that it can be filtered and to the correct groups and personnel. The students can also receive feedback from lecturers and organizations, while also collecting data about employers and reports overall.
* It is online, eliminating the need for in person instruction/interaction due to COVID-19. However, not all students are tech savvy, and a lot of the nursing students tend to be older students that fit this mold. Nonetheless, online work has been challenging regardless of degree of study.
* It’s a new system, so it will be interesting to monitor it weekly to see how it performs as students are using it throughout this pandemic period. I also have direct access to the team currently working with it.
* I think this one would be quite interesting, as it is currently ongoing, and my friend is heavily involved with the team, meaning I can get daily/weekly updates about how everything is going (problems, new features etc.)
* I am also able to directly speak to consumers of the change, as I live with student nurses that did not have to use the technology last year but have to this time around. This makes this quite an interesting idea to look at and monitor. I was wondering if you could make a special consideration for this idea, as you said we could look internally for ideas if we could not find sufficient external ones. Thank you.