
Maturity Level Model Assessment Tool Guide

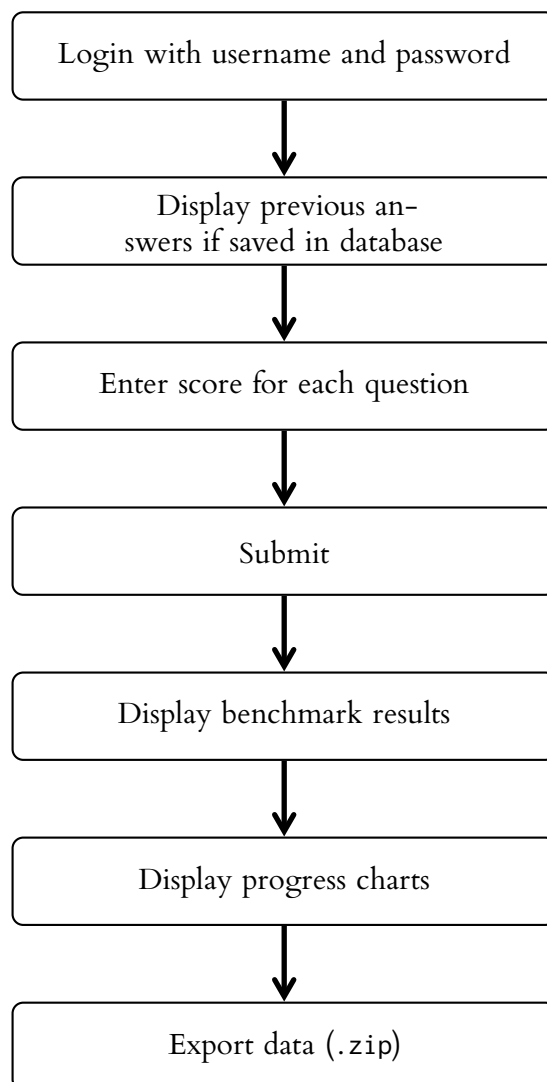
March 9, 2026

Introduction

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Quick Guide to Workflow



I First view

After logging in, the user will be directed to a window with eight tabs (Domain I >> Domain II >> Domain III...), each corresponding to an assessment Domain. All of the tabs have the same structure and functionalities, and this guide generically describes one of such Domains.

In terms of structure, each page is divided into two sections. On the right side panel, there are the questions specific to each Domain, whereas in the main panel, the results of the benchmarking will be shown.

In case the user has already answered the questionnaire and the answers are stored in the database, a table with all the previous answers will be shown. For first time users, the message No previous answers found. will be displayed.

2 Answering the assessment tool

In each tab, on the right side panel, the user will find the list of questions corresponding to each of the Domains in evaluation. Questions are answered by dragging the slider to the desired number in the scale. The answering scale is from 1 to 5, with 5 corresponding to the top score (complete adhesion or agreement), and 1 the lowest score and the default value.

Once the user clicks on the button, the benchmarking results will appear on the main panel.

Domains work independently from each other. Answers given at a certain date for a specific domain will not affect or interfere with other domains. Users may answer all the questions for all the domains at the same time, or in different sessions.

3 Interpreting the benchmarking results

The first result shown is the benchmarking table with the main descriptive statistics for each question. Key parameters shown are:

- Score submitted: user's submitted score for each question.
- Top score: highest score submitted for each question among the pool of users' answers included in the database.
- Median: measure of central tendency that separates the lowest 50% from the highest 50% of a data set. It is found by sorting the data in an ascending order and choosing the middle value. With an odd number of observations, the median is the value exactly in the middle.

Consider the following sample: 4 4 2 3 5 1 4. Once sorted in ascending order [1 2 3 4 4 4 5], the median is the middle value: 4.

With an even number of observations, the median is the average between the two middle observations.

Consider the following sample: 4 4 2 3 5 1 4 3. Once sorted in ascending order [1 2 3 3 4 4 4 5], the median is the mean of the two middle observations: $(3 + 4)/2 = 3.5$.

- Most frequent score(s): sample mode. It refers to the level (1 to 5) that has been more frequently answered for each question. Could be more than one value.
- Frequency (%): proportion or percentage of that specific score in the total number of answers given.
- Nr of answers: number of users (including the current user) that have answered the question and whose answers have been used to calculate the previous parameters such as top score, median and mode.

Each user is only comparing his/her answers with those of the other users. If the user has previously answered the questionnaire, those answers will be retrieved from the global database and only afterwards will the new ones be included. This procedure ensures that the user is not comparing with his/her own past answers.

The next result, after the benchmarking table, is a frequency plot, where for each indicator the frequency distribution of scores is shown. The following two plots display, for each indicator, the score submitted by the user and the distance to the sample maximum score and to the sample median.

4 Analysing progress over time

Upon logging in the platform, non-first time users will be shown a first table similar to the benchmarking table described above. Answers are sorted by date, from the most recent to the oldest submission.

After the benchmarking results, there is a progress plot available for each indicator as a collapsible card. These plots depict by date and for each indicator, all of the answers submitted by the user, thus allowing for an individual evaluation of the user's progress over time.

5 Exporting Data

By clicking [Download](#), all of the results will be downloaded in a zip file. This zip file includes:

1. Both benchmarking plots (median and top score) as a .png file.
2. The benchmarking table as a .csv file.

If the user had previously answered the assessment tool:

3. A table with all the past answers and key statistics about his/her benchmarking position at the time in a .csv file.
4. A progress plot for each individual question with the indication, at each point in the time, of the answer submitted, the top score and the median score, in a .png file.