Survey Report
on the ICPDR Information System

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Component 2.4 "Reinforcement of ICPDR Information System (Danubis)"

Survey Report

Contents

Summary

Set-up and implementation

The survey was carried out among the users of the ICPDR Information System in order to assess the hardware and software equipment, network connection and the users' experience with computers, the internet and the ICPDR Information System.

The survey consisted of two electronic questionnaires and two automated system tests. The survey results were collected in the database of the ICPDR Information System. The analysis was also generated from the database.

Part 1: Hardware/Software:
a) Questionnaire (Word Form)
b) Online test, instructions provided as PDF document
Part 2: Internet Connection Speed:
Online test at ICPDR website, instructions provided as PDF document
Part 3: Information System:
Questionnaire (Word Form)

The survey was distributed by email on 12 June 2002 among all Heads of Delegations, Representatives of Participating States and Expert Group Members of the ICPDR.
The deadline for submitting results was set to the end of August 2002. After this, reminders were sent out and further results have been collected.

The questionnaires (part 1a and 3) were prepared as forms with MS Word. This way, the users could answer most questions by choosing an option from a drop-down list or clicking on a checkbox. Additionally, some text fields for open questions were included.
The completed questionnaires were sent back. The form data was saved directly into comma-delimited text files which in turn were imported into the database.

Information on the hardware (part 1b) was collected using a free online test (http://www.pcpitstop.com). The users carried out this test from their workplace PC and mailed the result page back. The relevant figures of the result page have been manually entered into an Excel sheet which was then imported into the database.

The online connection test (part 2) was hosted on the ICPDR web server to test the speed of the connection between each user's PC and the ICPDR server. For this purpose, a specific application was developed which measures the download time of a file and stores the result in the database automatically. Users carried out the test several times to examine how download times differ over time. The test can be used again at any time and is accessible at this location: http://www.icpdr.org/speedtest

The analysis of the survey was defined as database queries of the survey data, which are also stored in the database. A special application was developed which uses the survey data and the stored analytical queries to generate the tables and charts shown in the following chapters. By separating data, logic and presentation like this, it was possible to work on the survey analysis and presentation already in parallel to the collection of survey data. Furthermore, it was possible to combine the survey data with other data in the Information System (like user information, access logs). This framework can also serve as a tool for a repeated survey or other surveys.

Results

Participation
The survey was sent to 128 users. 56 users (44%) responded to the survey, this is more than 60% of the active users of the Information System. Participation varied considerably from country to country, from 0 to nearly 80%. But on group-level the participation was more even, at least 6 users of each Expert Group participated.

Hard- and Software equipment
The average user has exclusive access to a Desktop PC, which is equipped with a 500 MHz processor, 128 MB memory, 10 GB hard disk, a 17" monitor with a screen resolution of 800x600 pixels, as well as a b/w laser printer. The most common operating system is Windows 98, and Internet Explorer, Acrobat Reader, MS Office and a ZIP utility are installed. This is not a state-of-the art system, but fairly enough for working with a web-based system. However, several users having inferior systems need new equipment.

Internet connection
Most users connect to the internet through their organisation's network (LAN). Download rates vary widely, not only from country to country, but also within the countries. 20% of the users only achieve download-rates of up to 5 KB/s and 40% of more than 30 KB/s, the rest is in-between. Having documents with 300 KB on average, such a download would take one minute or more in the first, and 10 seconds in the latter case.

Users' experience
Almost all users have more than 5 years experience in using computers, and also at least 2 years experience in using the internet. They use it on a daily basis, most of all for their work, reading news and downloading software. The ICPDR Information System is only used occasionally, and less than 30 minutes per visit.

Users' attitude
Most of the user regard the system as important to their work within the ICPDR and even much more important in the next 5 years. Users state, that they would like to use the system frequently and that using it can be learned quickly and does not need the support of a technical person. They also agree with statements, that it is easy to use and well integrated, but not to such an extend as to the previous statements.

Evaluation of the system
The usefulness and up-to-dateness of information and the ease of navigation are the most important general aspects for the users, but the satisfaction with these aspects lacks considerably behind. Finding documents is the most important task the system is used for. Also quite important are expert databases, file sharing, event calendar, addresses, data export, analytical tools and related/filtered information from other sources. In contrast, the satisfaction with finding documents in the system is the lowest. Also the satisfaction with the other important tasks mentioned above lacks behind in relation to their importance.

Expectations on support
Users would most of all like support by email, followed by web-based support and eLearning as well as workshops. Training is less important, and telephone support has no importance at all.

Requested enhancements
Enhancements which are requested the most are e-mail notifications of new documents and events. A keyword or topic index, the possibility of requesting documents to be sent by email and group mail (messaging) functions are also top-ranked. Still, most of the already existing features gained a higher importance score than these enhancements.

From the deviation in answers and individual comments to the open questions, it becomes obvious that the expectations from and the satisfaction with the system is very diverse among the users.

All detailed results are presented in the chapter at page 9.
Some derived recommendations are given in the following chapter.

Recommendations

Hardware

Based on the Hardware Assessment and Priority Lists (see chapter Individual Results), and after decision on a Standard Computer Configuration, a purchase plan can be compiled taking also into account the project budget, UN purchase procedures and rules, and restrictions and requirements at the national and organisational level.

Network Connection

The local situation of users having a slow internet connection (see chapter Individual Results) should be investigated in order to find out if there are any options for improvement of the connection speed, e.g. by optimising software configuration of the local system or by installing new network equipment (e.g. router, etc.).

Training

The hesitant participation at the survey and the user's indication of a rather low importance of training suggests that **awareness-raising activities** both for the Information System itself and for the training programme should be undertaken before the actual training.

The mixed expectations by the users, reflected in the individual statements and in the large deviation in the questions, indicate that there is no **common view of the goals and functions of the Information System**. Therefore, the Permanent Secretariat should revise the Information Management Strategy (from the presentation at the Sinaia Plenary 1999) and adapt it to the current situation. The objectives, expected benefits and principles of the Information System should be clarified.
Building on this strategy, the "institutional set-up" of the Information System should be laid out in short but precise guidelines and SOPs, describing tasks and responsibilities within the Information System (e.g. for administration of user accounts and access privileges, publication of content, update of databases, etc.).

To ensure the effectiveness of the training, the nomination of **facilitators** is recommended. Facilitators are selected users who have special tasks within a certain area of the IS, which also means towards a certain group of users. There should be facilitators on Expert Group level and country level. The tasks of the facilitators could be to coordinate, i.e. ensure availability of relevant information in the appropriate form and place and on time, help and encourage users to contribute information, review and edit contributions, delete redundant or out-dated information, summarize content, etc. The detailed tasks of the facilitators should be further discussed, agreed upon and defined in TORs.

The **training programme** should be launched in two phases: an initial training workshop for facilitators ("training of trainers"), followed by one user workshop in each country. Presentation of the strategy and institutional set-up should be included in the training programme as an introductory module. Technical training modules can be customized to the defined roles in the system, i.e. not everyone has to learn everything. Facilitators obviously need a more advanced training and should be prepared to take an active role in the training sessions of the 2nd phase.

Web-based and email **user-support** should be enhanced (see development below) and eLearning modules (tutorials for specific tasks) should be developed to prepare, accompany and follow-up the training.

Development

To improve **navigation**, the functionality of the navigation bar should be optimized (the base-code is outdated, newer techniques can be implemented).

The **search functions** can be improved by implementing a search function by Document number, date of approval or other meta-information. But this feature depends on correctness and completeness of this meta-information (guidelines for publishing documents are necessary).

A central and up-to-date **address database** is essential for many applications. Such a database serves as one source of information for a searchable address book, group member lists, meeting participants lists, mailing lists, email notifications, etc. A feasible solution for this tasks should be developed.

Email notification of new documents and events are the most requested features and should be implemented with high priority. Details of this feature (e.g. how is such a notification triggered, how are recipients identified, etc.) have yet to be specified. Group messaging functions (ranked at no. 5 of enhancements) should be considered as an integrated function.

The automatic sending of **documents by email** on request of a user (ranked at no. 4 of enhancements) can be achieved with additional software from Oracle or other sources. The possible options should be evaluated and tested.

To encourage feedback and facilitate support, a simple **support application** should be developed. This would consist of an online form were users can request help in a structured way. Administrators (and facilitators) can reply to these questions in the same application. All communication is additionally transmitted by email. The solved questions with answers will be viewable by all users as an additional source of online help (knowledge base).

A recurring problem is that users forget their password. This prevents them from using the system, as they have to write an email and wait for a response. This problem can be solved very efficiently with a **function to retrieve the password** by email. This enables the user to continue working with the IS immediately and eases administration overhead.

Due to some criticism of the availability of the system (and also because of the increased importance of availability if the AEWS is integrated), **server monitoring** should be implemented. This monitoring will ensure that the system administrator is immediately alarmed (by email or SMS) when a system failure occurs and can therefore take the necessary steps to minimize downtime. Statistics will be kept to give a clear picture of the total availability of the system (also to the users). Furthermore, scheduled downtimes (due to software upgrades or power-cuts) should be announced in advance to users by email.

More recommendations

Another important outcome from the survey is that **usefulness and up-to-dateness of information** have a considerable potential for improvement. To achieve such an improvement, training or development will not be enough. The nomination of facilitators – as already mentioned above relating to the training programme - could be useful in this respect.

Building a **topic or keyword index** (ranked at no. 3 of enhancements) can already be achieved with the built-in functions of Oracle Portal, no additional development is necessary. This is more a content-related task, as new and already existing documents have to be indexed manually by users who are familiar with the content of the documents (e.g. facilitators). As a prerequisite, a list of topics or keywords has to be defined and also maintained in the future.

To further improve user's ability of **finding documents** and for the improvement of **expert databases**, more specific feedback from the users is needed. This kind of feedback can be

obtained during the training courses, through an improved feedback system and through the facilitators.

Further content-related recommendations/requests from users which should be considered and discussed:

- Short and easy to read summaries of main results and planned actions or disasters (targeted to members of government, stake holders, decision-makers)
- Simpler structure
- General and compact information for the public,
- More attractive public area
- Links to WFD related information
- Expert level of information. New findings in sampling, analytical and information technologies
- General information on countries of the DRPC, national information
- Task specific information (e.g. restoration of damaged ecosystems, DBAM, imission limits etc. were mentioned)

Detailed Results

Survey Participation

Survey participation in total

How many users responded to the survey?

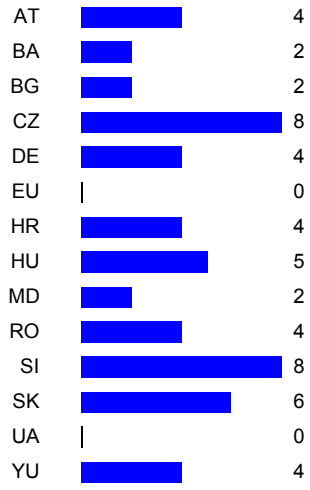
a) Total number of users of the IS	205
b) Number of users addressed in the survey	127
c) Active users within b)	90
d) Participating Users	59
e) Participation in % of b)	46
f) Participation in % of c)	66

b) The survey was addressed to all Heads of Delegations, Representatives of Participating States and Expert Group Members of the ICPDR
c) Approx. two thirds of the users who have been addressed have also used the information system at least once (i.e. logged in with their user name)
d) More than 50 users participated, i.e. they completed at least one of the three parts of the survey.
e) More than 40% of the users who have been addressed (basis: b) participated in the survey.
f) Even more than 60% of the "active" users (basis: c) participated in the survey.

Survey participation by country

Column **Users (n)** counts each user who has submitted at least one part of the survey. The participation for each part and total users addressed in the countries are also shown.

Country	Users (n)	Users (%)	Part 1 (n)	Part 2 (n)	Part 3 (n)	Total users in country
AT	4	36	2	2	4	11
BA	2	29	2	1	0	7
BG	2	40	2	2	2	5
CZ	8	73	8	5	8	11
DE	4	33	1	2	4	12
EU	0	0	0	0	0	4
HR	4	31	4	3	4	13
HU	5	45	5	3	5	11
MD	2	29	2	1	1	7
RO	4	44	4	1	4	9
SI	8	80	8	5	5	10
SK	6	60	5	4	6	10
UA	0	0	0	0	0	6
YU	4	67	4	3	3	6

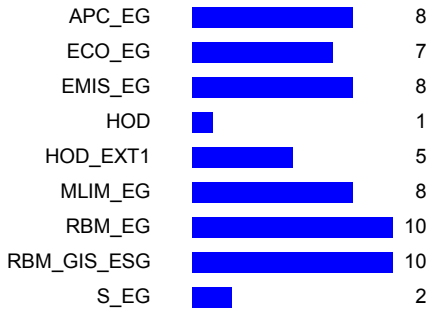


Note: Users of the Permanent Secretariat are not listed in this table.

Survey participation by group

Column **Users (n)** counts each user who has submitted at least one part of the survey. The participation for each part and total users addressed in the groups are also shown.

Group	Users (n)	Users (%)	Part 1 (n)	Part 2 (n)	Part 3 (n)	Total users in group (n)
APC_EG	8	57	8	7	8	14
ECO_EG	7	47	5	2	6	15
EMIS_EG	8	89	7	2	6	9
HOD	1	9	1	0	0	11
HOD_EXT1	5	23	4	2	4	22
MLIM_EG	8	31	8	6	8	26
RBM_EG	10	37	8	4	8	27
RBM_GIS_ESG	10	63	9	8	10	16
S_EG	2	40	2	1	2	5



Note: Some users are members of more than one group. Therefore the sum of **Users (n)** is higher than the total number of participants

Survey participation by part of survey

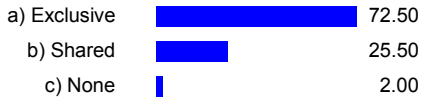
Part 1: Hardware
Part 2: Connection Speed
Part 3: Information System

Part	Users	% of participating users	% of all users
Part 1	50	82	39
Part 2	34	56	27
Part 3	50	82	39

Part 1: Hardware

Q1.2 Access to computer

Access	Users(%)	Users(n)
a) Exclusive	72.50	37
b) Shared	25.50	13
c) None	2	1



Q1.3 Computer type

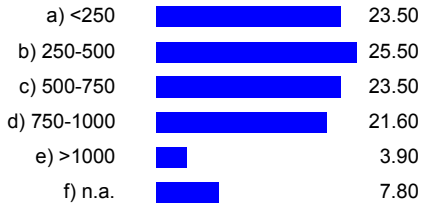
Type	Users(%)	Users(n)
Desktop	96.10	49
Laptop	2	1
None	2	1

Q1.10 Processor clock speed (MHz)

Recommended minimum: 500 MHz
Current systems usually have 900-2200 MHz.

In a computer, clock speed refers to the number of pulses per second generated by an oscillator that sets the tempo for the processor. Clock speed is usually measured in MHz (megahertz, or millions of pulses per second) or GHz (gigahertz, or billions of pulses per second).
Clock speed is one measure of computer "power," but it is not always directly proportional to the performance level.

Speed	Users(%)	Users(n)
a) <250	23.50	12
b) 250-500	25.50	13
c) 500-750	23.50	12
d) 750-1000	21.60	11
e) >1000	3.90	2
f) n.a.	7.80	4

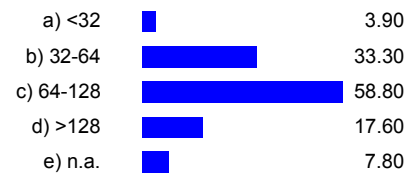


Q1.11 Memory Size (RAM) in MB

Recommended Minimum: 128 MB
Current systems usually have 256 or 512 MB RAM.

RAM (random access memory) is the place in a computer where the operating system, application programs, and data in current use are kept so that they can be very quickly reached by the computer's processor. The more RAM you have, the less frequently the computer has to access instructions and data from the more slowly accessed hard disk form of storage.

Memory	Users(%)	Users(n)
a) <32	3.90	2
b) 32-64	33.30	17
c) 64-128	58.80	30
d) >128	17.60	9
e) n.a.	7.80	4

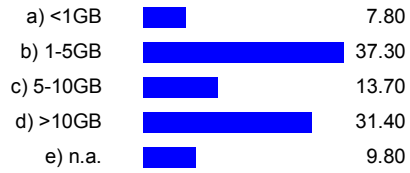


Q1.12 Hard disk size

Recommended Minimum: 10 GB
Current typical systems have hard disks of 20-100 GB.

A hard disk (or "disk drive") is part of a unit that stores and provides relatively quick access to large amounts of data on an electromagnetically charged surface.

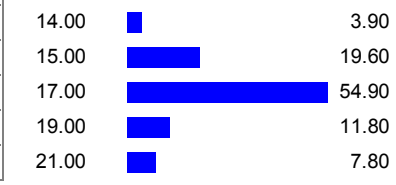
Disk	Users(%)	Users(n)
a) <1GB	7.80	4
b) 1-5GB	37.30	19
c) 5-10GB	13.70	7
d) >10GB	31.40	16
e) n.a.	9.80	5



Q1.4 Monitor screen size

Recommended minimum: 17"
Currently, monitors of 17-21" are most commonly used.

Size (inches)	Users(%)	Users(n)
14	3.90	2
15	19.60	10
17	54.90	28
19	11.80	6
21	7.80	4

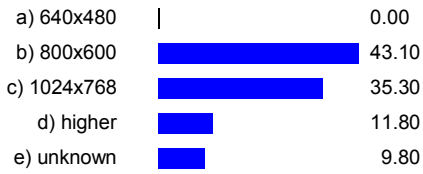


Q1.13 Screen resolution (hor. x vert. pixels)

Recommended minimum: 800x600 pixel
Currently, screen resolutions of 800x600 and 1024x768 are most common.

Resolution is the number of pixels (individual points of color) contained on a display monitor, expressed in terms of the number of pixels on the horizontal axis and the number on the vertical axis. The sharpness of the image on a display depends on the resolution and the size of the monitor.
Knowledge of the size of users screens can play an integral role in the development of content for WWW sites as site designers need to optimize graphics to fit the majority of user's screens.

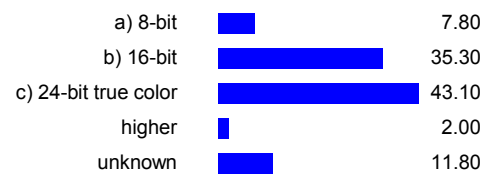
Resolution	Users(%)	Users(n)
a) 640x480	0	0
b) 800x600	43.10	22
c) 1024x768	35.30	18
d) higher	11.80	6
e) unknown	9.80	5



Q1.14 Color depth

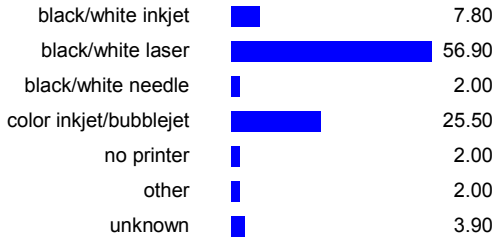
Color on a computer is a function of the number of bits available to describe the shade of each pixel on the screen. The color depth is indicated as bits per pixel. More bits per pixel provide more colors.
24 bit color is referred to as true color or full color because 16.7 million colors (2^{24}) is enough to provide even the most subtle shading. 8 bit is typically recognized as a minimum requirement to provide reasonably natural looking color reproduction of complex images.

Color depth	Users(%)	Users(n)
a) 8-bit	7.80	4
b) 16-bit	35.30	18
c) 24-bit true color	43.10	22
higher	2	1
unknown	11.80	6



Q1.05 Printer type

Type	Users(%)	Users(n)
black/white inkjet	7.80	4
black/white laser	56.90	29
black/white needle	2	1
color inkjet/bubblejet	25.50	13
no printer	2	1
other	2	1
unknown	3.90	2

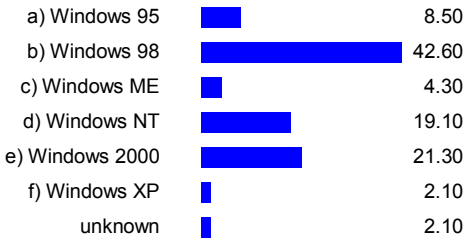


Q1.15 Operating System

Recommended minimum: Windows 98
Currently, Windows 98 is still the most common OS, followed by Windows 2000 and XP.

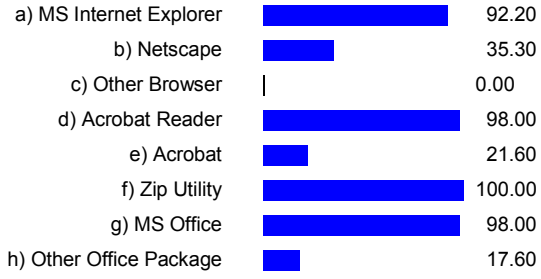
An operating system (abbreviated as "OS") manages all the other programs in a computer and provides a graphical user interface. Having a recent OS is a basis for a stable and user-friendly system.

System	Users(%)	Users(n)
a) Windows 95	8.50	4
b) Windows 98	42.60	20
c) Windows ME	4.30	2
d) Windows NT	19.10	9
e) Windows 2000	21.30	10
f) Windows XP	2.10	1
unknown	2.10	1



Q1.09 Installed Software

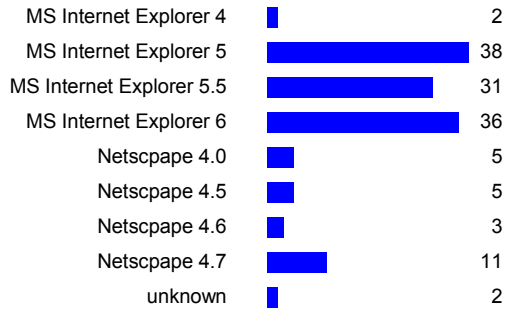
Program	Users(%)	Users(n)
a) MS Internet Explorer	92.20	47
b) Netscape	35.30	18
c) Other Browser	0	0
d) Acrobat Reader	98	50
e) Acrobat	21.60	11
f) Zip Utility	100	51
g) MS Office	98	50
h) Other Office Package	17.60	9



Used Browser Versions

The information about used browsers is taken from the web server's access log.

Browser	Users(n)
MS Internet Explorer 4	2
MS Internet Explorer 5	38
MS Internet Explorer 5.5	31
MS Internet Explorer 6	36
Netscape 4.0	5
Netscape 4.5	5
Netscape 4.6	3
Netscape 4.7	11
unknown	2



Q1.08 System Administrator available

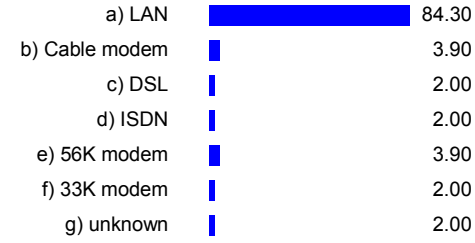
Answer	Users(%)	Users(n)
No	7.80	4
Yes	92.20	47

Part 2: Connection Speed

Q1.6 Internet connection type

28/33/56K modem: analog modems are used to connect a computer over the standard phone line with the internet. 28/33/56K indicates the maximum speed of the modem (should be indicated on the modem).
ISDN: "Integrated Services Digital Network" is a dial-up 64K connection over the digital ISDN network. Special ISDN cards (sometimes also called ISDN modems) are used.
Dual ISDN: each ISDN connection has two channels. If both channels are used for internet connection, you have a 128K connection.
DSL: "Digital Subscriber Line" is an always-on connection over existing wiring at high speed. There are different types, e.g. ADSL (Asymmetric DSL), SDSL (Symmetric DSL).
Cable modem: special cable modems are used to connect over the coaxial cable television network. The speed is can be 3-50 megabits/second.
LAN: "Local Area Network" using Ethernet connections to connect many computers in an office building.

Type	Users(%)	Users(n)
a) LAN	84.30	43
b) Cable modem	3.90	2
c) DSL	2	1
d) ISDN	2	1
e) 56K modem	3.90	2
f) 33K modem	2	1
g) unknown	2	1



Connection speed

Results from online connection speed test

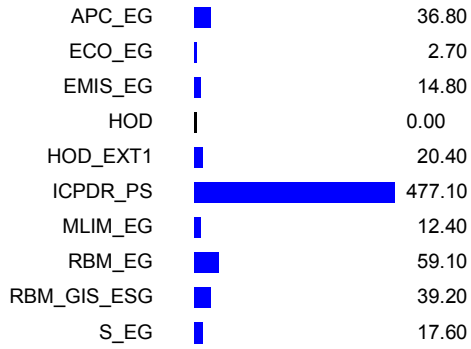
Average speed	Users(%)	Users(n)
a) <5 KB/s	19.44	7
b) 5-10 KB/s	8.33	3
c) 10-20 KB/s	19.44	7
d) 20-30 KB/s	13.89	5
e) >30 KB/s	38.89	14

Connection speed by country

Country	Average	Min	Max	Deviation	Users
AT	99.80	63.40	118.50	17.40	2
BA	5.30	3.10	6.40	1.20	1
BG	4.50	1.50	8.40	1.80	2
CZ	33.20	3.10	100	24.40	5
DE	58.40	5.30	129.10	35.10	2
EU	-	-	-	-	0
HR	11.40	2.60	15.60	3.80	3
HU	28.80	5.90	67.10	16.50	3
MD	2.70	2.50	3	0.20	1
RO	12	12	12	0	1
SI	36.70	11.30	68.70	12.80	5
SK	6.80	1.20	27.40	6.10	4
UA	-	-	-	-	0
YU	7.60	0.30	29.70	10.10	3
not specified	325	3.10	916.60	270.50	3

Connection speed by group

Group	Average	Min	Max	Deviation	Users
APC_EG	36.80	1.50	129.10	30	7
ECO_EG	2.70	1.20	4.70	1.30	2
EMIS_EG	14.80	3.10	43.40	13.60	2
HOD_EXT1	20.40	3.10	46.30	13.90	2
ICPDR_PS	477.10	3.10	916.60	343.40	1
MLIM_EG	12.40	3.20	41.30	8.10	6
RBM_EG	59.10	20.80	109.40	25.70	4
RBM_GIS_ESG	39.20	1.70	118.50	39.20	8
S_EG	17.60	3.10	46.30	14.10	1

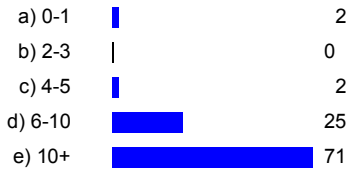


Part 3: Information System

Q3.2 How long have you been using a computer?

Users specified the number of years. The result is grouped.

Years	Users(%)	Users(n)
a) 0-1	2	1
b) 2-3	0	0
c) 4-5	2	1
d) 6-10	25	13
e) 10+	71	36



Q3.3 How long have you been using the Internet?

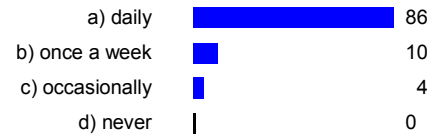
Users specified the number of years. The result is grouped.

Years	Users(%)	Users(n)
a) 0-1	2	1
b) 2-3	12	6
c) 4-5	53	27
d) 6-10	31	16
e) 10+	2	1

Q3.4 How often do you use the Internet?

Selection list

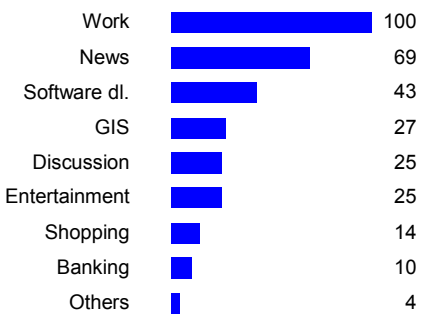
Frequency	Users(%)	Users(n)
a) daily	86	44
b) once a week	10	5
c) occasionally	4	2
d) never	0	0



Q3.5 For which purpose do you use the Internet?

Checkboxes (multiple choices possible)

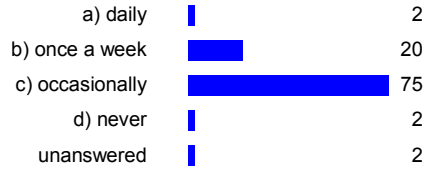
Use	Users(%)	Users(n)
Work	100	51
News	69	35
Software dl.	43	22
GIS	27	14
Discussion	25	13
Entertainment	25	13
Shopping	14	7
Banking	10	5
Others	4	2



Q3.6 How often do you use the ICPDR IS approximately?

Selection list

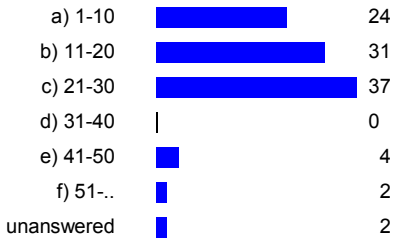
Frequency	Users(%)	Users(n)
a) daily	2	1
b) once a week	20	10
c) occasionally	75	38
d) never	2	1
unanswered	2	1



Q3.7 How much time do you typically spend in the ICPDR IS (per visit)?

Users specified the number of minutes. The result is grouped.

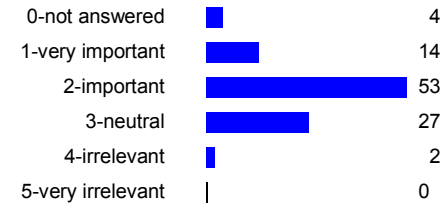
Minutes	Users(%)	User(n)
a) 1-10	24	12
b) 11-20	31	16
c) 21-30	37	19
d) 31-40	0	0
e) 41-50	4	2
f) 51-..	2	1
unanswered	2	1



Q3.8 How important is the IS to your work within the ICPDR currently?

Selection list

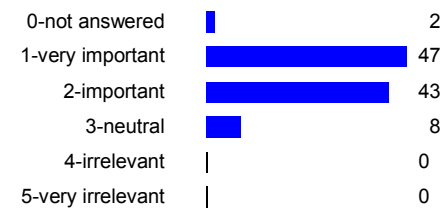
Importance	Users(%)	Users(n)
0-not answered	4	2
1-very important	14	7
2-important	53	27
3-neutral	27	14
4-irrelevant	2	1
5-very irrelevant	0	0



Q3.9 How important do you expect the IS to be to your work within the ICPDR within the next 5 years?

Selection list

Importance	Users(%)	Users(n)
0-not answered	2	1
1-very important	47	24
2-important	43	22
3-neutral	8	4
4-irrelevant	0	0
5-very irrelevant	0	0



Q3.10 Agreement on statements a,h

Statements:
a) I think I would like to use this system frequently
h) I found the system very cumbersome to use.
Explanation:
The table shows the points and the number of users for each answer. The points are summed up for all users. Positive points are given for agreement, negative points for disagreement. The higher the sum of points, the stronger the agreement.
Answers and points: **n**ot **a**nswered = 0, **s**trongly **d**isagree = -2, **d**isagree = -1, **n**eutral = 0, **a**gree = +1, **s**trongly **a**gree = +2

Statement	Points	na	sd	d	n	a	sa
a) like to use	45	1	0	2	12	25	11
h) cumbersome	-38	4	7	27	10	3	0

Q3.10 Agreement on statements b,c

Statements:
b) I found the system unnecessarily complex
c) I thought the system was easy to use.
Explanation: see above

Statement	Points	na	sd	d	n	a	sa
b) complex	-26	4	6	20	15	6	0
c) easy to use	28	5	0	4	11	30	1

Q3.10 Agreement on statements d,i

Statements:
d) I think that I would need the support of a technical person to be able to use this system
i) I felt very confident using the system.
Explanation: see above

Statement	Points	na	sd	d	n	a	sa
d) need support	-53	4	13	28	5	1	0
i) confident use	25	8	0	3	14	24	2

Q3.10 Agreement on statements e,f

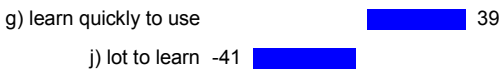
Statements:
e) I found that the various functions in this system were well integrated
f) I thought there was too much inconsistency in this system
Explanation: see above

Statement	Points	na	sd	d	n	a	sa
e) well integrated	25	4	1	1	18	26	1
f) inconsistency	-31	6	4	24	16	1	0

Q3.10 Agreement on statements g,j

Statements:
g) I would imagine the most people would learn to use this system very quickly
j) I need to learn a lot of things before I could get going with this system.
Explanation: see above

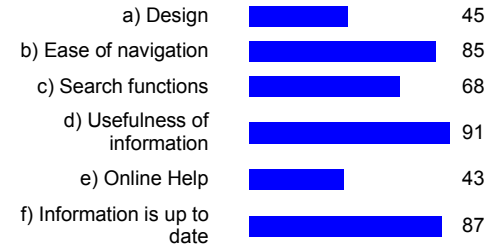
Statement	Points	na	sd	d	n	a	sa
g) learn quickly to use	39	2	0	1	9	38	1
j) lot to learn	-41	2	5	34	8	1	1



Q3.11 Importance of different aspects of the ICPDR IS

Answers by a selection list of the degree of importance for each aspect.
The result is given as the sum of points for each aspect.
Answers and points: very important=+2, important=+1, neutral=0, unimportant=-1, very unimportant=-2

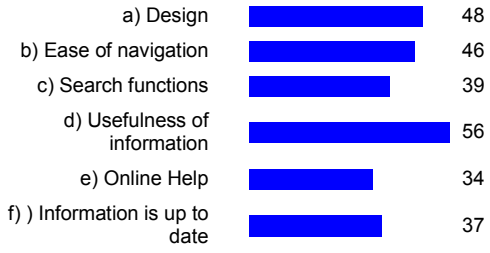
Aspect	Points	Avg.Pts./User	Deviation
a) Design	45	0.88	0.84
b) Ease of navigation	85	1.67	0.55
c) Search functions	68	1.33	0.79
d) Usefulness of information	91	1.78	0.54
e) Online Help	43	0.84	0.95
f) Information is up to date	87	1.71	0.67



Q3.11 Satisfaction with differenct aspects of the ICPDR IS

Answers by a selection list of the degree of satisfaction for each aspect.
The result is given as the sum of points for each aspect.
Answers and points: very satisfied=+2, satisfied=+1, neutral=0, dissatisfied=-1, very dissatisfied=-2

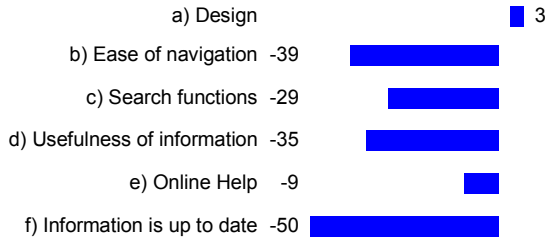
Aspect	Points	Avg.Pts./User	Deviation
a) Design	48	0.94	0.86
b) Ease of navigation	46	0.90	1.01
c) Search functions	39	0.76	1.03
d) Usefulness of information	56	1.10	0.85
e) Online Help	34	0.67	1.07
f)) Information is up to date	37	0.73	1.02



Q3.11 Importance-Satisfaction Gap

Difference between Satisfaction and Importance
Positive values: Satisfaction is higher than Importance
Negative values: Satisfaction is lower than Importance

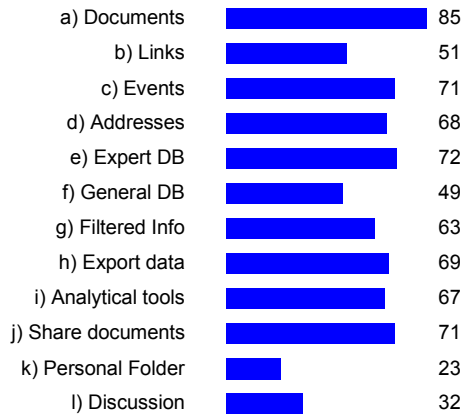
Aspect	Gap
a) Design	3
b) Ease of navigation	-39
c) Search functions	-29
d) Usefulness of information	-35
e) Online Help	-9
f) Information is up to date	-50



Q3.12 Importance of using the ICPDR IS for different tasks

Answers by a selection list of the degree of importance for each task.
The result is given as the sum of points for each task.
Answers and points: very important=+2, important=+1, neutral=0, unimportant=-1, very unimportant=-2

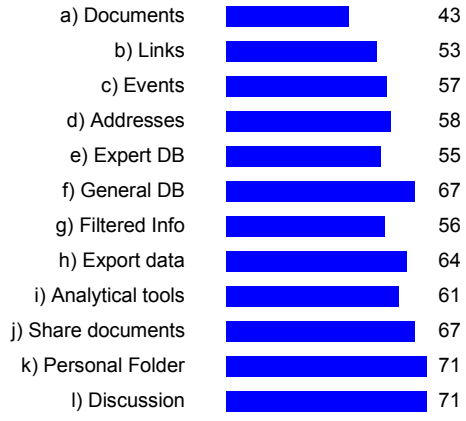
Aspect	Points	Avg.Pts./User	Deviation
a) Documents	85	1.67	0.52
b) Links	51	1	0.98
c) Events	71	1.39	0.80
d) Addresses	68	1.33	0.84
e) Expert DB	72	1.41	0.96
f) General DB	49	0.96	1.11
g) Filtered Info	63	1.24	0.91
h) Export data	69	1.35	1
i) Analytical tools	67	1.31	1.19
j) Share documents	71	1.39	0.92
k) Personal Folder	23	0.45	1.35
l) Discussion	32	0.63	1.22



Q3.12 Satisfaction with using the ICPDR IS for different tasks

Answers by a selection list of the degree of satisfaction for each task.
The result is given as the sum of points for each task.
Answers and Points: very satisfied=+2, satisfied=+1, neutral=0, dissatisfied=-1, very dissatisfied=-2

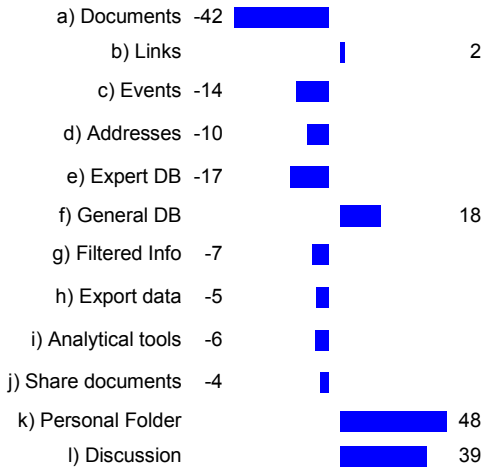
Aspect	Points	Avg.Pts./User	Deviation
a) Documents	43	0.84	0.90
b) Links	53	1.04	1.13
c) Events	57	1.12	1.09
d) Addresses	58	1.14	1.33
e) Expert DB	55	1.08	1.31
f) General DB	67	1.31	1.44
g) Filtered Info	56	1.10	1.42
h) Export data	64	1.25	1.48
i) Analytical tools	61	1.20	1.37
j) Share documents	67	1.31	1.36
k) Personal Folder	71	1.39	1.42
l) Discussion	71	1.39	1.47



Q3.12 Tasks: Importance-Satisfaction Gap

Difference between Satisfaction and Importance
Positive values: Satisfaction is higher than Importance
Negative values: Satisfaction is lower than Importance

Task	Gap
a) Documents	-42
b) Links	2
c) Events	-14
d) Addresses	-10
e) Expert DB	-17
f) General DB	18
g) Filtered Info	-7
h) Export data	-5
i) Analytical tools	-6
j) Share documents	-4
k) Personal Folder	48
l) Discussion	39



Q3.13 What would help you in better using the IS for tasks mentioned above?

Answers
Web site should be always available (in the past half a year very often unavailable)
Having some more experiences using the Internet, user interface in national language, homepage customizable on group level to have relevant information at one glance.
Short, easy to read summaries of the main results of the expert groups, of main project results, of planned actions (new tasks, planned projects, future public relation events, etc.)
I need up to date information and documents before the meetings in time, I would need easier navigation
stronger computer
More performed computer and increasing of the speed connection
easier orientation in the IS
searching of topics, keywords, dividing documents to the sections (horizontal and vertical) concerning expert groups and topics, signalise the new things on web-site, date of upgrade version of document, signed old versions, add the sign of importance for chosen expert groups, keywords to document and searching, etc.
if more links on WFD related information were available if more ICPDR members and guests would use the IS
The main item is the time available relative to the tasks I have to perform. … The time I spend for the EG is around 25 - 30% of my yearly workload, but within the year it varies tremendously. Based on this the main problem I have to resolve via DANUBIS is to obtain some information I do not yet hold. Technical items are from my point of view of minor importance compared with the 'soft side', i.e. the timely input of content. This cannot be furnished by the administrator, it has to come from the users themselves. In regard to this item I understand that I myself am 'called' to participate. As the situation stands I subscribe to the view that an 'active informing' via e-mails is assuring the reaching of all partners to a bigger extent than the obligation of the addressee to search DANUBIS for news.
Having in mind that I'm a resent user of the IS, a need more time to explore to be able to answer this question
ability of my current PC limited my using IS
training and more time
better computer
more use this IS
better availability and quick respond
user workshop
solving problems with password
A function to inform people via e-mail that an online discussion has started.
Some simple GIS tool with maps.

Q3.14 Which important content is not covered by the IS?

Answers
Expert level of information. New findings in sampling, analytical, information technologies, used in the river basin.
Members of the government, stake holders, heads of the departments need short (!) and quick (!) information about Danube survey, disasters like floods, spills of hazardous substances or just about the TNMN (without knowing that it is called so) and the information needed should be up to date but not more than half a page; that's what I miss in the IS so that I have to put together the information on half a page in case the information is required.
A list of all expert group members
imission limits
geographically located information (GIS maps)
for me I would like specific task concerning to wetlands, nature protection, restoration of damaged ecosystems, EU legislation.
general information on countries of the DRPC
No answer, as there is no time to reason
Having in mind that I'm a resent user of the IS, a need more time to explore to be able to answer this question
link to EU Water Director sources
DBAM, updating of the rating curves
a better telephone and address book, the 'workbook' (discussion in Prague)
I did not find the text of the Convention on cooperation for protection and sustainable use of the Danube river and information on cooperation between ICPDR and ICPBS (Memorandum of understanding between the ICPBS and the ICPDR and Declaration on water and water related ecosystems in the wider Black Sea region etc.).
simple GIS

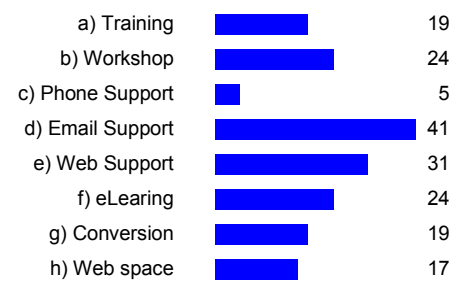
Q3.15 Which important task/function is not covered by the IS?

Answers
Information platform with new EU-papers, easy links to EU-directives, etc.
A link, which presents a summary of the most important contents in german language
Sorry, I don't know this time.
No answer, as there is no time to reason
Having in mind that I'm a resent user of the IS, a need more time to explore to be able to answer this question
environmental and ICPDR password (vocabulary)
Possibility to find Summary reports from meeting of the Commission, Steering Group and expert groups including all annexes.
GIS-queries

Q3.16 Importance of Support/Service

Answers by a selection list of the degree of importance for each question.
The result is given as the sum of points for each question.
Answers and points: very important=+2, important=+1, neutral=0, unimportant=-1, very unimportant=-2

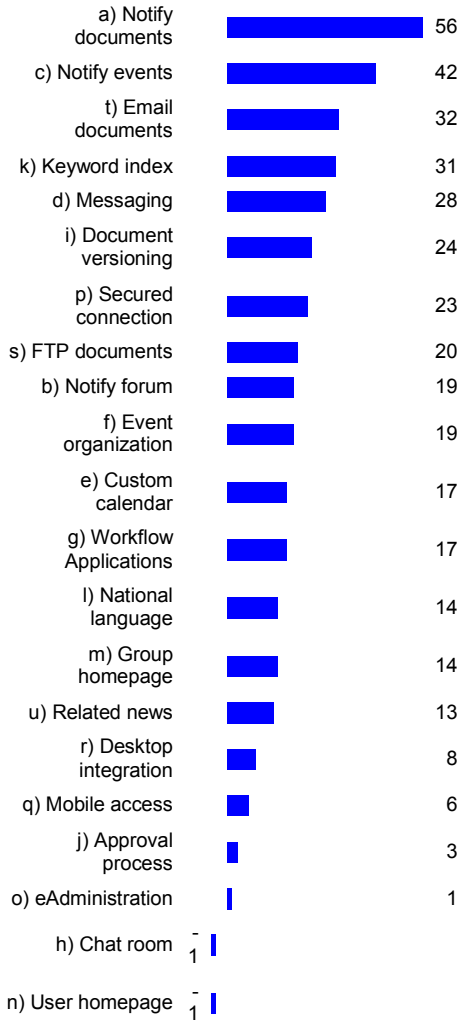
Support/Service	Points	Users(n)	Avg.Pts./User	Deviation
a) Training	19	34	0.56	0.99
b) Workshop	24	35	0.69	0.87
c) Phone Support	5	35	0.14	0.77
d) Email Support	41	36	1.14	0.68
e) Web Support	31	37	0.84	0.60
f) eLearing	24	35	0.69	0.76
g) Conversion	19	33	0.58	0.61
h) Web space	17	32	0.53	0.98



Q3.17 Importance of future enhancements

Answers by a selection list of the degree of satisfaction for each question.
The result is ordered by the sum of points for each question.
Answers and points: very important=+2, important=+1, neutral=0, unimportant=-1, very unimportant=-2

Enhancement	Points	Users(n)	Avg.Pts./User	Deviation
a) Notify documents	56	43	1.30	0.77
c) Notify events	42	43	0.98	0.67
t) Email documents	32	36	0.89	0.71
k) Keyword index	31	35	0.89	0.76
d) Messaging	28	40	0.70	0.72
i) Document versioning	24	38	0.63	0.88
p) Secured connection	23	30	0.77	0.94
s) FTP documents	20	31	0.65	0.66
b) Notify forum	19	40	0.48	1.11
f) Event organization	19	34	0.56	0.75
e) Custom calendar	17	35	0.49	0.82
g) Workflow Applications	17	31	0.55	0.85
l) National language	14	36	0.39	0.90
m) Group homepage	14	33	0.42	0.83
u) Related news	13	35	0.37	0.88
r) Desktop integration	8	27	0.30	0.78
q) Mobile access	6	30	0.20	1.03
j) Approval process	3	20	0.15	0.59
o) eAdministration	1	25	0.04	0.84
h) Chat room	-1	31	-0.03	0.75
n) User homepage	-1	30	-0.03	0.76



Q3.18 What one thing would you change about this IS?

Answers
On the beginning of homepage of the ICPDR I would public information about important characteristics of the Danube and a map of the Danube river basin with all countries.
Having in mind that I'm a resent user of the IS, a need more time to explore to be able to answer this question
The improvement of the participation of country representatives and experts in IS actualization is necessary

Q3.19 Any further comments

Answers
too much information about too many things, too much possibilities. I am not capable to make a selection and I am afraid I am not the only one. My opinion and evaluation is based on rare experiences.
To my mind the internal area is very well designed for experts/internal users, but I can imagine that the public area is hard to handle for persons who are not insiders. Public users - I imagine - have certainly more general questions, not so much administrative ones (organisations, tasks, groups ...) but simple ones about the Danube, the discharge, emissions in general, disasters of the past etc. Of course most of these subjects can be found somewhere inside the folders; for insiders it’s quite easy but take an uninformed test person with simple questions ....the design of the public area could be made more attractive, with key words of general interest, easier structured and it’s the public who is not surveyed now!
Allow as large flexibility in using this IS as possible, i.e. do not expect that users will use it the same way or that they should be forced to use it the same way or with the same frequency
I would look forward to some information on level of national PIACs

Individual Results

Survey participation by user

This table shows each user and the date when he or she submitted the survey results. Additionally, total hits (since February 2002) and last login date are given as an indicator of activity within the system.

User	Hits	Last Access	Part1	Part2	Part3	CC	Groups
ADAMKOVÁ Juliana	359	27-SEP-02	22-JUL-02	23-JUL-02	22-JUL-02	SK	MLIM_EG
ANDELIC Naida	45	05-FEB-02	-	-	-	BA	MLIM_EG
BABIAKOVA Gabriela	45	20-JUN-02	-	-	-	SK	RBM_EG
BARTH Friedrich	0	-	-	-	-	EU	EG_CHAIR_EXT1, RBM_EG
BARTKOVA Eleonora	0	-	-	-	-	SK	HOD_EXT1, RBM_EG
BAT Marjan	129	19-SEP-02	28-AUG-02	02-SEP-02	28-AUG-02	SI	RBM_GIS_ESG
BEDJANIC Matjaz	19	14-FEB-02	-	-	-	SI	ECO_EG
BELOUS Tatiana	52	10-SEP-02	06-SEP-02	10-SEP-02	-	MD	DRP_SURVEY
BENIC Natasa	114	20-MAY-02	-	-	-	HR	RBM_GIS_ESG
BERNARDOVÁ Ilja	71	02-SEP-02	27-JUN-02	-	27-JUN-02	CZ	MLIM_EG
BEYER Knut	183	02-AUG-02	-	-	-	DE	EG_CHAIR_EXT1, RBM_EG, S_EG
BEYL Rüdiger	11	14-FEB-02	-	-	-	DE	DRP_SURVEY
BEZDROB Aida	0	-	-	-	-	BA	APC_EG, DRP_SURVEY
BIONDIC Danko	0	-	-	-	-	HR	RBM_EG
BIZA Pavel	220	24-SEP-02	11-JUL-02	11-JUL-02	11-JUL-02	CZ	APC_EG, DRP_SURVEY
BLÖCH Helmut	0	-	-	-	-	EU	EG_CHAIR_EXT1, RBM_EG
BRICELJ Mitja	14	03-SEP-02	30-AUG-02	-	-	SI	HOD, HOD_EXT1
BRUNNER Bernhard	158	28-AUG-02	11-JUL-02	18-JUL-02	11-JUL-02	DE	APC_EG, DRP_SURVEY
BUSSKAMP Ralf	99	28-AUG-02	-	28-AUG-02	04-SEP-02	DE	RBM_GIS_ESG
BUZÁS Zsuzsa	169	09-JUL-02	27-JUN-02	-	27-JUN-02	HU	RBM_EG
CELAC Diana	30	23-SEP-02	25-SEP-02	-	25-SEP-02	MD	APC_EG, EMIS_EG, HOD_EXT1, S_EG
CERAR Karmen	131	19-SEP-02	-	-	-	HR	RBM_EG
CERO Mehmed	0	-	-	-	-	BA	DISTRIBUTION, OTHER_PART_STATES_EXT1
CHIRIAC Gabriel	0	-	28-JUN-02	-	28-JUN-02	RO	MLIM_EG
CONSTANTIN George	9	05-APR-02	-	-	-	RO	HOD_EXT1
CONSTANTINESCU Teodor Lucian	70	10-MAY-02	09-SEP-02	-	09-SEP-02	RO	EMIS_EG
CUNICIAN Ludmila	40	12-APR-02	-	-	-	MD	MLIM_EG
DEMMLER Georg	28	15-MAY-02	-	-	-	DE	MLIM_EG
DIMITROV Dobri	185	26-SEP-02	11-JUN-02	13-JUN-02	11-JUN-02	BG	APC_EG, DRP_SURVEY
DUCA Gheorghe	0	-	-	-	-	MD	HOD, HOD_EXT1
DVORAK Vaclav	131	15-SEP-02	19-AUG-02	15-SEP-02	19-AUG-02	CZ	RBM_EG
FABIANOVA Marcela	2,868	27-SEP-02	05-JUN-02	06-MAY-02	05-JUN-02	-	DRP_TEAM, EDIT_EVENTS
FAERGEMANN Henriette	184	20-SEP-02	-	-	-	EU	HOD_EXT1
FLAJSMAN Emil	31	17-SEP-02	28-AUG-02	03-SEP-02	28-AUG-02	HR	ECO_EG
FLECKSEDER Hellmut	366	06-SEP-02	23-AUG-02	30-AUG-02	23-AUG-02	AT	RBM_EG
GALAMBOS Mária	0	-	-	-	-	HU	HOD_EXT1, S_EG
GAVRIC Mihajlo	0	-	-	-	-	YU	MLIM_EG
GEISBACHER Daniel	355	24-SEP-02	23-AUG-02	22-AUG-02	23-AUG-02	SK	APC_EG, DRP_SURVEY
GEORGIEV Valeri	6	02-SEP-02	-	-	-	BG	ECO_EG
GEORGIEVA Manoela	0	-	-	-	-	BG	HOD, HOD_EXT1
GERES Dragutin	0	-	-	-	-	HR	RBM_EG

GLADCHII Viorica	0	-	-	-	-	MD	DRP_SURVEY
GLUMBIC Borivoj	385	07-JUN-02	-	-	-	HR	DRP_SURVEY
GRBOVIC Jasna	67	01-JUL-02	-	-	-	SI	DRP_SURVEY
GRODZINSKI Michael	0	-	-	-	-	UA	DRP_SURVEY
GRUBER Doris	682	20-SEP-02	18-JUL-02	23-JUL-02	18-JUL-02	AT	RBM_EG_TE, RBM_GIS_ESG
HADZIABDIC Andja	19	19-SEP-02	17-SEP-02	19-SEP-02	-	BA	EMIS_EG
HAK Nena	113	30-SEP-02	-	-	-	HR	APC_EG, DRP_SURVEY
HOLLÓ Gyula	0	-	-	-	-	HU	HOD, HOD_EXT1, RBM_EG
HOLZWARTH Fritz	3	05-FEB-02	-	-	-	DE	HOD, HOD_EXT1
IGNJATOVIC Jovanka	432	03-OCT-02	20-AUG-02	22-AUG-02	20-AUG-02	YU	APC_EG, DRP_SURVEY
JAKSIC Borislav	0	-	-	-	-	BA	DISTRIBUTION, MLIM_EG, OTHER_PART_STATES_EXT1, RBM_EG
JANAK Milan	113	16-SEP-02	11-SEP-02	16-SEP-02	11-SEP-02	SK	ECO_EG
JEDLITSCHKA Jens	0	-	-	-	14-JUN-02	DE	HOD_EXT1, RBM_EG
JELINEK Gabriella	267	20-SEP-02	05-SEP-02	-	05-SEP-02	HU	RBM_GIS_ESG
JULA Graziella	50	05-SEP-02	-	-	-	RO	ECO_EG
JURAN Stanislav	107	13-SEP-02	02-SEP-02	-	02-SEP-02	CZ	EMIS_EG
KINKOR Jaroslav	16	22-MAY-02	-	-	-	CZ	HOD, HOD_EXT1
KISS Ildiko	114	02-OCT-02	-	-	-	HU	MLIM_EG
KLINDOVA Adriana	18	04-SEP-02	30-AUG-02	-	30-AUG-02	SK	ECO_EG
KOLLER-KREIMEL Veronika	111	18-SEP-02	-	-	-	AT	JDS_TEAM, MLIM_EG
KORAC-MEHMEDOVIC Azra	0	-	05-SEP-02	-	-	BA	ECO_EG
KOREN Stanka	96	05-SEP-02	30-AUG-02	05-SEP-02	02-SEP-02	SI	RBM_EG
KOUYUMDZHIEV Nikolai	0	-	-	-	-	BG	EMIS_EG, HOD_EXT1, RBM_EG, RBM_GIS_ESG
KOVACS Peter	57	21-AUG-02	21-AUG-02	21-AUG-02	20-AUG-02	HU	RBM_EG
KRAIER Wolfgang	116	03-SEP-02	-	-	19-AUG-02	DE	ECO_EG
KUPEC Petr	62	30-SEP-02	03-SEP-02	-	03-SEP-02	CZ	ECO_EG
LISKA Igor	2,367	03-OCT-02	05-JUN-02	04-JUN-02	05-JUN-02	-	EDIT_EVENTS, ICPDR_PS, ICPDR_PS_TEXP, JDS_TEAM
LITERÁTHY Peter	122	02-JUL-02	-	-	-	HU	JDS_TEAM, MLIM_EG
LUKSIC Mojca	68	04-SEP-02	-	-	-	HR	ECO_EG
LÁSZLÓ Ferenc	13	26-JUN-02	-	-	-	HU	JDS_TEAM, MLIM_EG
MAGYAR Gábor	88	07-MAY-02	-	-	-	HU	ECO_EG, EG_CHAIR_EXT1
MAKOVINSKA Jarmila	69	19-APR-02	-	-	-	SK	MLIM_EG
MAKVIC Zeljko	31	24-SEP-02	-	-	-	HR	APC_EG, DRP_SURVEY
MARTINOVIC-VITANOVIC Vesna	55	30-AUG-02	30-AUG-02	30-AUG-02	30-AUG-02	YU	DRP_SURVEY
MATOZ Helena	22	05-FEB-02	04-SEP-02	-	-	SI	RBM_EG
MATUSKA Milan	22	15-AUG-02	-	-	-	SK	HOD, HOD_EXT1, MLIM_EG, RBM_EG
MELIAN Ruslan	0	-	-	-	-	MD	RBM_GIS_ESG
MILUTINOVIC Borisav Stevan	644	19-SEP-02	03-SEP-02	12-SEP-02	03-SEP-02	YU	RBM_GIS_ESG
MINARIK Boris	142	26-SEP-02	-	-	03-SEP-02	SK	RBM_EG
MLINAR Jurij	320	30-SEP-02	02-SEP-02	03-SEP-02	02-SEP-02	SI	RBM_GIS_ESG
MOLLOV Michail	74	20-AUG-02	18-JUN-02	20-AUG-02	18-JUN-02	BG	MLIM_EG
MOTLOVÁ Martina	0	-	-	-	-	CZ	DRP_SURVEY
MOVCHAN Natalia	0	-	-	-	-	UA	RBM_EG, RBM_GIS_ESG
MOVCHAN Yaroslav	0	-	-	-	-	UA	DISTRIBUTION, OTHER_PART_STATES_EXT1
MÜLLER Steffen	4	30-APR-02	-	-	-	DE	RBM_GIS_ESG
NEDVEDOVA Doubravka	306	21-JUN-02	19-JUN-02	21-JUN-02	19-JUN-02	CZ	HOD_EXT1, S_EG

NÜRNBERGER Michael	0	-	-	-	-	AT	RBM_EG
OMERBEGOVIC Visnja	87	17-SEP-02	02-JUL-02	02-JUL-02	02-JUL-02	HR	RBM_GIS_ESG
OSTOJIC Zeljko	0	-	-	-	-	HR	HOD, HOD_EXT1
PANA-CARP Silvia	44	13-FEB-02	-	-	-	MD	ECO_EG, MLIM_EG
PETKOVIC Slobodan	0	-	30-SEP-02	-	-	YU	RBM_EG
PINTÉR György	620	30-SEP-02	30-AUG-02	30-AUG-02	30-AUG-02	HU	APC_EG, DRP_SURVEY
POLAJNAR Janez	220	30-SEP-02	14-JUN-02	03-SEP-02	14-JUN-02	SI	APC_EG, DRP_SURVEY
POPESCU Liviu M.	98	04-OCT-02	-	28-JUN-02	-	RO	EG_CHAIR_EXT1, MLIM_EG
POPOVICI Mihaela	252	30-SEP-02	20-AUG-02	-	20-AUG-02	-	EDIT_EVENTS, EMIS_EG, ICPDR_PS, ICPDR_PS_TEXP
RAUCHBÜCHL Alfred	0	-	-	-	-	AT	MLIM_EG
REMENÁROVÁ Darina	4	19-JUN-02	19-JUN-02	19-JUN-02	19-JUN-02	CZ	MLIM_EG
RINDASU Sorin	6	03-SEP-02	16-JUL-02	-	16-JUL-02	RO	RBM_GIS_ESG
SAVOVIC Ljubisa	173	25-JUN-02	-	-	-	BA	RBM_GIS_ESG
SCHMEDTJE Ursula	1,859	05-SEP-02	-	-	23-SEP-02	-	EDIT_EVENTS, ICPDR_PS, ICPDR_PS_TEXP
SCHÜSSLER Katharina	162	11-SEP-02	-	-	19-AUG-02	AT	ECO_EG
SENGL Manfred	147	30-JUL-02	-	-	-	DE	MLIM_EG
SERBAN Petru	16	09-MAY-02	09-SEP-02	-	09-SEP-02	RO	RBM_EG
SEREDA Kyryl	0	-	-	-	-	UA	DRP_SURVEY
SIGMUND Gerhard	64	04-MAR-02	-	-	-	AT	ECO_EG, EG_CHAIR_EXT1
SIRAC Sinisa	0	-	09-SEP-02	-	09-SEP-02	HR	MLIM_EG
SOKOL Jan	0	-	-	-	-	CZ	RBM_EG
SOVJAKOVA Eva	114	11-SEP-02	06-SEP-02	06-SEP-02	05-SEP-02	CZ	RBM_GIS_ESG
SPASOJEVIC Miroslav	29	15-MAR-02	-	-	-	YU	DISTRIBUTION, ECO_EG, OTHER_PART_STATES_EXT1, RBM_EG_TE
STADIU Florin	0	-	-	-	-	RO	HOD, HOD_EXT1
STADLER Richard	116	24-SEP-02	-	-	-	AT	APC_EG, HOD_EXT1, MLIM_EG, RBM_EG, S_EG
STALZER Wolfgang	0	-	-	-	-	AT	HOD, HOD_EXT1
STEINDL Zsuzsa	99	30-SEP-02	30-AUG-02	02-SEP-02	30-AUG-02	HU	EMIS_EG, HOD_EXT1
STETSENKO Mykola	0	-	-	-	-	UA	DISTRIBUTION, OTHER_PART_STATES_EXT1
STRATENWERTH Thomas	20	27-AUG-02	-	-	-	DE	HOD_EXT1
SURMANOVIC Dagmar	423	23-SEP-02	02-SEP-02	02-SEP-02	02-SEP-02	HR	MLIM_EG
TOMAžEVIć Erna	0	-	26-SEP-02	-	-	SI	EMIS_EG
VARDUCA Aurel	0	-	-	-	-	RO	APC_EG, EG_CHAIR_EXT1, MLIM_EG
VEREMIYCHIK George	40	23-APR-02	-	-	-	UA	MLIM_EG
VERSTRYNGE Jean-Francois	0	-	-	-	-	EU	HOD, HOD_EXT1
VOGL Charlotte	0	-	-	-	-	AT	RBM_EG
VYDARENY Milan	134	04-SEP-02	03-SEP-02	04-SEP-02	03-SEP-02	SK	RBM_GIS_ESG
WINKELMANN-OEI Gerhard	51	19-JUL-02	-	-	-	DE	APC_EG, EG_CHAIR_EXT1
ZUPAN Martina	112	28-AUG-02	28-AUG-02	28-AUG-02	28-AUG-02	SI	MLIM_EG
ÜBERWIMMER Franz	83	06-AUG-02	-	-	30-AUG-02	AT	EMIS_EG

Hardware Equipment Priority List 1

Highest priority (1)
Completly out-dated, (nearly) unusable systems, most parameters below recommended mimimum configuration
Minimum Configuration: Exclusive access | Monitor: >15" | Processor: 500 MHz | RAM: 128 MB | Harddisk: 5 GB | Screen Resolution: >800x600 pixel | Colors: >16256 | Operating System: >Windows95

Country	User	Email domain	Current configuration	Remarks	Planned Purchase
BG	MOLLOV Michail	@nfp-bg.eionet.eu.int	Exclusive Desktop, 75MHz, 16MB RAM, 1GB HD, 17" Monitor, black/white inkjet printer, Windows 95	-	No
CZ	BERNARDOVÁ Ilja	@post.cz	Exclusive Desktop, 133MHz, 32MB RAM, 0GB HD, 17" Monitor, color inkjet/bubblejet printer, Windows 98	-	-
HU	BUZÁS Zsuzsa	@mail.ktm.hu	Exclusive Desktop, 200MHz, 64MB RAM, 2GB HD, 15" Monitor, black/white inkjet printer, Windows NT SP6	-	not known
HU	PINTÉR György	@vituki.hu	Shared Desktop, 166MHz, 40MB RAM, 3GB HD, 17" Monitor, black/white laser printer, Windows 95 OSR2	-	Uncertain
MD	CELAC Diana	@mediu.moldova.md	Shared Desktop, 100MHz, 16MB RAM, 0GB HD, 15" Monitor, black/white inkjet printer, Windows 95	-	no
RO	SERBAN Petru	@ape.rowater.ro	Shared Desktop, 133MHz, 32MB RAM, 4GB HD, 17" Monitor, color inkjet/bubblejet printer, Windows 98	-	none
RO	CONSTANTINESCU Teodor Lucian	@ape.rowater.ro	Shared Desktop, 133MHz, 32MB RAM, 4GB HD, 17" Monitor, color inkjet/bubblejet printer, Windows 98	-	none
SK	KLINDOVA Adriana	@enviro.gov.sk	Exclusive Desktop, 200MHz, 32MB RAM, 1GB HD, 14" Monitor, black/white laser printer, Windows 95	-	No
SK	GEISBACHER Daniel	@sizp.sk	Exclusive Desktop, 200MHz, 64MB RAM, 2GB HD, 17" Monitor, color inkjet/bubblejet printer, Windows 98 SE	provided by Nadezda Skodova	probably yes
YU	PETKOVIC Slobodan	@uzzpro.sr.gov.yu	Exclusive Desktop, 200MHz, 64MB RAM, 4GB HD, 15" Monitor, black/white needle printer, Windows 98	not user yet	none

Hardware Equipment Priority List 2

High priority (2)
Out-dated systems, some parameters below recommended minimum configuration

Country	User	Email domain	Current configuration	Remarks	Planned Purchase
CZ	NEDVEDOVA Doubravka	@env.cz	Exclusive Desktop, 400MHz, 64MB RAM, 4GB HD, 17" Monitor, black/white laser printer, Windows 98	-	no
CZ	DVORAK Vaclav	@env.cz	Exclusive Desktop, 450MHz, 63MB RAM, 4GB HD, 17" Monitor, black/white laser printer, Windows 98	-	None
HR	SURMANOVIC Dagmar	@voda.hr	Exclusive Desktop, 400MHz, 64MB RAM, 9GB HD, 15" Monitor, black/white laser printer, Windows 98 SE	-	no
HR	SIRAC Sinisa	@voda.hr	Exclusive Desktop, 398MHz, 64MB RAM, 4GB HD, 15" Monitor, black/white laser printer, Windows NT SP5	-	no
HR	OMERBEGOVIC Visnja	@voda.hr	Shared Desktop, 450MHz, 256MB RAM, 0GB HD, 21" Monitor, black/white laser printer, Windows NT	same for all users of Croatian Waters	1 month
HU	JELINEK Gabriella	@kovim.hu	Shared Desktop, 350MHz, 128MB RAM, 4GB HD, 14" Monitor, unknown printer, unknown	-	I would like my monitor to be replaced.
HU	STEINDL Zsuzsa	@mail.ktm.hu	None Desktop, 365MHz, 64MB RAM, 4GB HD, 17" Monitor, black/white laser printer, Windows NT SP6	-	unknown
SI	TOMAžEVIć Erna	@gov.si	Exclusive Desktop, 350MHz, 128MB RAM, 4GB HD, 17" Monitor, black/white laser printer, Windows 98	-	none
SI	MATOZ Helena	@gov.si	Exclusive Desktop, 350MHz, 64MB RAM, 4GB HD, 17" Monitor, black/white laser printer, Windows 98	-	NO

Hardware Equipment Priority List 3

Medium priority (3)
non-optimal system with one parameter below minimum configuration (or shared PC)

Country	User	Email domain	Current configuration	Remarks	Planned Purchase
BA	HADZIABDIC Andja	@bih.net.ba	Exclusive None, 500MHz, 64MB RAM, 8GB HD, " Monitor, other printer, Windows 98 SE	incomplete info	none
BA	KORAC-MEHMEDOVIC Azra	@bih.net.ba, ekosef@bih.net.ba	Shared Desktop, 633MHz, 128MB RAM, 10GB HD, 15" Monitor, black/white laser printer, Windows 98 SE	-	no planned
BG	DIMITROV Dobri	@meteo.bg	Exclusive Laptop, 600MHz, 128MB RAM, 2GB HD, 15" Monitor, color inkjet/bubblejet printer, Windows 2000	-	No
CZ	BIZA Pavel	@povodi.cz	Exclusive Desktop, 400MHz, 128MB RAM, 17GB HD, 17" Monitor, color inkjet/bubblejet printer, Windows 98 SE	-	---
RO	CHIRIAC Gabriel	@pcnet.pcnet.ro	Exclusive Desktop, 501MHz, 64MB RAM, 19GB HD, 17" Monitor, color inkjet/bubblejet printer, Windows Me	survey also from O. Dumitrescu and C. Hamchevici	-
SI	POLAJNAR Janez	@rzs-hm.si	Shared Desktop, 500MHz, 127MB RAM, 8GB HD, 17" Monitor, color inkjet/bubblejet printer, Windows 2000 SP1	-	-
SK	ADAMKOVÁ Juliana	@shmu.sk	Exclusive Desktop, 933MHz, 64MB RAM, GB HD, 15" Monitor, black/white laser printer, Windows 98	-	no
YU	MILUTINOVIC Borisav Stevan	@beoland.co.yu, borisav@beotel.yu	Shared Desktop, 866MHz, 256MB RAM, 4GB HD, 17" Monitor, black/white laser printer, Windows 2000	-	NO
YU	MARTINOVIC-VITANOVIC Vesna	@ibiss.bg.ac.yu	Exclusive Desktop, 700MHz, 128MB RAM, 19GB HD, 15" Monitor, black/white laser printer, Windows 98 SE	new monitor recommended	None

Hardware Equipment Priority List 4

Low priority (4)
Average systems with parameters above recommended minimum configuration, will become out-dated within 2 years

Country	User	Email domain	Current configuration	Remarks	Planned Purchase
CZ	REMENÁROVÁ Darina	@chmi.cz	Exclusive Desktop, 505MHz, 128MB RAM, 4GB HD, 19" Monitor, black/white laser printer, Windows NT	-	-
CZ	KUPEC Petr	@seznam.cz	Exclusive Desktop, 0MHz, 128MB RAM, 16GB HD, 17" Monitor, unknown printer, Windows 98	incomplete info	-
HR	FLAJSMAN Emil	@voda.hr	Shared Desktop, 1100MHz, 128MB RAM, 20GB HD, 17" Monitor, black/white laser printer, Windows XP	-	-
HU	KOVACS Peter	@mail.ktm.hu	Exclusive Desktop, 733MHz, 128MB RAM, 19GB HD, 17" Monitor, color inkjet/bubblejet printer, Windows 98 SE	-	-
RO	RINDASU Sorin	@ape.rowater.ro	Shared Desktop, 800MHz, 128MB RAM, 27GB HD, 19" Monitor, black/white laser printer, Windows ME	-	yes, 2 computers from National Dispatch of Romanian Water Authority (PENTIUM IV CPU 1,6 GHz, 128MB RAM, HDD 40 Gb)
SI	BAT Marjan	@gov.si	Exclusive Desktop, 730MHz, 128MB RAM, 9GB HD, 21" Monitor, color inkjet/bubblejet printer, Windows 2000 SP1	-	-
SI	BRICELJ Mitja	@gov.si	Shared Desktop, 1000MHz, 256MB RAM, 2GB HD, 17" Monitor, black/white laser printer, Windows 2000	-	none
SI	KOREN Stanka	@gov.si	Exclusive Desktop, 667MHz, 128MB RAM, 10GB HD, 17" Monitor, black/white laser printer, Windows 98	-	new machine
YU	IGNJATOVIC Jovanka	@meteo.yu	Exclusive Desktop, 600MHz, 128MB RAM, 20GB HD, 17" Monitor, black/white laser printer, Windows 2000	-	none

Hardware Equipment Priority List 5

Lowest priority (5)
Good systems with all parameters well above recommended minimum configuration

Country	User	Email domain	Current configuration	Remarks	Planned Purchase
CZ	JURAN Stanislav	@atlas.cz	Exclusive Desktop, 1000MHz, 128MB RAM, 20GB HD, 17" Monitor, black/white inkjet printer, Windows 2000	-	no
CZ	SOVJAKOVA Eva	@env.cz	Exclusive Desktop, 500MHz, 255MB RAM, 19GB HD, 17" Monitor, black/white laser printer, Windows 98	clock speed n/a, has new PC	----
SI	MLINAR Jurij	@gov.si	Exclusive Desktop, 927MHz, 128MB RAM, 9GB HD, 19" Monitor, black/white laser printer, Windows 2000 SP2	-	-
SK	VYDARENY Milan	@shmu.sk	Exclusive Desktop, 999MHz, 256MB RAM, 28GB HD, 21" Monitor, color inkjet/bubblejet printer, Windows NT SP6	-	250 EUR
SK	JANAK Milan	@sopsr.sk	Exclusive Desktop, 800MHz, 128MB RAM, 19GB HD, 19" Monitor, black/white laser printer, Windows 98	-	No

Hardware Equipment Reference List

Reference values (users in Germany, Austria, Permanent Secretariat, Danube Regional Project)

Country	User	Email domain	Current configuration	Remarks
AT	FLECKSEDER Hellmut	@bmlf.gv.at	Exclusive Desktop, 996MHz, 256MB RAM, 19GB HD, 17" Monitor, black/white laser printer, Windows NT	-
AT	GRUBER Doris	@ubavie.gv.at	Shared Desktop, 1544MHz, 512MB RAM, 19GB HD, 21" Monitor, no printer printer, Windows 2000 SP2	-
DE	BRUNNER Bernhard	@stmlu.bayern.de	Exclusive Desktop, 233MHz, 128MB RAM, 2GB HD, 17" Monitor, black/white laser printer, Windows NT	-
SI	ZUPAN Martina	@rzs-hm.si	Exclusive Desktop, MHz, MB RAM, GB HD, 17" Monitor, black/white laser printer,	-
-	HÖBART Alex	@unvienna.org	Exclusive Desktop, 1000MHz, 512MB RAM, 18GB HD, 19" Monitor, black/white laser printer, Windows NT	-
-	LISKA Igor	@unvienna.org	Exclusive Desktop, MHz, MB RAM, GB HD, 15" Monitor, color inkjet/bubblejet printer,	-
-	POPOVICI Mihaela	@unvienna.org	Exclusive Desktop, MHz, MB RAM, GB HD, 19" Monitor, color inkjet/bubblejet printer,	-
-	FABIANOVA Marcela	@unvienna.org	Exclusive Desktop, 994MHz, 260MB RAM, 18GB HD, 17" Monitor, black/white laser printer, Windows 2000	-

Hardware Assessment Bosnia&Herzegowina

Email domain =~ organisation,institution

User	Email Domain	Current Configuration	Priority	Remarks	Planned Purchase
ANDELIC Naida	@bih.net.ba	no info	-	-	-
BEZDROB Aida	@bih.net.ba	no info	-	-	-
CERO Mehmed	@bih.net.ba	no info	-	-	-
HADZIABDIC Andja	@bih.net.ba	Exclusive None, 500MHz, 64MB RAM, 8GB HD, " Monitor, other printer, Windows 98 SE	3	incomplete info	none
KORAC-MEHMEDOVIC Azra	@bih.net.ba, ekosef@bih.net.ba	Shared Desktop, 633MHz, 128MB RAM, 10GB HD, 15" Monitor, black/white laser printer, Windows 98 SE	3	-	no planned
JAKSIC Borislav	@inecco.net	no info	-	-	-
SAVOVIC Ljubisa	@inecco.net, LSavovic@iu-rs.com	no info	-	-	-

Hardware Assessment Bulgaria

Email domain =~ organisation, institution

User	Email Domain	Current Configuration	Priority	Remarks	Planned Purchase
DIMITROV Dobri	@meteo.bg	Exclusive Laptop, 600MHz, 128MB RAM, 2GB HD, 15" Monitor, color inkjet/bubblejet printer, Windows 2000	3	-	No
GEORGIEV Valeri	@moew.government.bg	no info	-	-	-
GEORGIEVA Manoela	@moew.govrn.bg	no info	-	-	-
KOUYUMDZHIEV Nikolai	@moew.govrn.bg	no info	-	-	-
MOLLOV Michail	@nfp-bg.eionet.eu.int	Exclusive Desktop, 75MHz, 16MB RAM, 1GB HD, 17" Monitor, black/white inkjet printer, Windows 95	1	-	No

Hardware Assessment Czech Republic

Email domain =~ organisation, institution

User	Email Domain	Current Configuration	Priority	Remarks	Planned Purchase
JURAN Stanislav	@atlas.cz	Exclusive Desktop, 1000MHz, 128MB RAM, 20GB HD, 17" Monitor, black/white inkjet printer, Windows 2000	5	-	no
REMENÁROVÁ Darina	@chmi.cz	Exclusive Desktop, 505MHz, 128MB RAM, 4GB HD, 19" Monitor, black/white laser printer, Windows NT	4	-	-
DVORAK Vaclav	@env.cz	Exclusive Desktop, 450MHz, 63MB RAM, 4GB HD, 17" Monitor, black/white laser printer, Windows 98	2	-	None
KINKOR Jaroslav	@env.cz	no info	-	-	-
MOTLOVÁ Martina	@env.cz	no info	-	-	-
NEDVEDOVA Doubravka	@env.cz	Exclusive Desktop, 400MHz, 64MB RAM, 4GB HD, 17" Monitor, black/white laser printer, Windows 98	2	-	no
SOVJAKOVA Eva	@env.cz	Exclusive Desktop, 500MHz, 255MB RAM, 19GB HD, 17" Monitor, black/white laser printer, Windows 98	5	clock speed n/a, has new PC	----
SOKOL Jan	@mze.cz	no info	-	-	-
BERNARDOVÁ Ilja	@post.cz	Exclusive Desktop, 133MHz, 32MB RAM, 0GB HD, 17" Monitor, color inkjet/bubblejet printer, Windows 98	1	-	-
BIZA Pavel	@povodi.cz	Exclusive Desktop, 400MHz, 128MB RAM, 17GB HD, 17" Monitor, color inkjet/bubblejet printer, Windows 98 SE	3	-	---
KUPEC Petr	@seznam.cz	Exclusive Desktop, 0MHz, 128MB RAM, 16GB HD, 17" Monitor, unknown printer, Windows 98	4	incomplete info	-

Hardware Assessment Croatia

Email domain =~ organisation, institution

User	Email Domain	Current Configuration	Priority	Remarks	Planned Purchase
GLUMBIC Borivoj	@bj.tel.hr	no info	0	not involved anymore	-
BIONDIC Danko	@voda.hr	no info	-	-	-
FLAJSMAN Emil	@voda.hr	Shared Desktop, 1100MHz, 128MB RAM, 20GB HD, 17" Monitor, black/white laser printer, Windows XP	4	-	-
GERES Dragutin	@voda.hr	no info	-	-	-
HAK Nena	@voda.hr	no info	-	-	-
MAKVIC Zeljko	@voda.hr	no info	-	-	-
OMERBEGOVIC Visnja	@voda.hr	Shared Desktop, 450MHz, 256MB RAM, 0GB HD, 21" Monitor, black/white laser printer, Windows NT	2	same for all users of Croatian Waters	1 month
SIRAC Sinisa	@voda.hr	Exclusive Desktop, 398MHz, 64MB RAM, 4GB HD, 15" Monitor, black/white laser printer, Windows NT SP5	2	-	no
SURMANOVIC Dagmar	@voda.hr	Exclusive Desktop, 400MHz, 64MB RAM, 9GB HD, 15" Monitor, black/white laser printer, Windows 98 SE	2	-	no
BENIC Natasa	@zg.hinet.hr	no info	-	-	-
LUKSIC Mojca	@zg.hinet.hr	no info	3	"As we are all connected on one and same system, network, information which you received from VISNJA OMERBEGOVIC is valid for all Croatians. Only, exception may be MR. EMIL FLAJSMAN."	-
CERAR Karmen	@zg.tel.hr	no info	-	-	-
OSTOJIC Zeljko	@zg.tel.hr	no info	-	-	-

Hardware Assessment Hungary

Email domain =~ organisation, institution

User	Email Domain	Current Configuration	Priority	Remarks	Planned Purchase
HOLLÓ Gyula	@kovim.gov.hu	no info	-	-	-
JELINEK Gabriella	@kovim.hu	Shared Desktop, 350MHz, 128MB RAM, 4GB HD, 14" Monitor, unknown printer, unknown	2	-	
BUZÁS Zsuzsa	@mail.ktm.hu	Exclusive Desktop, 200MHz, 64MB RAM, 2GB HD, 15" Monitor, black/white inkjet printer, Windows NT SP6	1	-	not known
GALAMBOS Mária	@mail.ktm.hu	no info	-	-	-
KISS Ildiko	@mail.ktm.hu	no info	-	-	-
KOVACS Peter	@mail.ktm.hu	Exclusive Desktop, 733MHz, 128MB RAM, 19GB HD, 17" Monitor, color inkjet/bubblejet printer, Windows 98 SE	4	-	-
STEINDL Zsuzsa	@mail.ktm.hu	None Desktop, 365MHz, 64MB RAM, 4GB HD, 17" Monitor, black/white laser printer, Windows NT SP6	2	-	unknown
MAGYAR Gábor	@mail2.ktm.hu	no info	-	-	-
LITERÁTHY Peter	@vituki.hu	no info	-	-	-
LÁSZLÓ Ferenc	@vituki.hu	no info	-	-	-
PINTÉR György	@vituki.hu	Shared Desktop, 166MHz, 40MB RAM, 3GB HD, 17" Monitor, black/white laser printer, Windows 95 OSR2	1	-	Uncertain

Hardware Assessment Moldova

Email domain =~ organisation, institution

User	Email Domain	Current Configuration	Priority	Remarks	Planned Purchase
MELIAN Ruslan	@acva.md	no info	0	not involved anymore	-
CUNICIAN Ludmila	@hidromet.meteo.md	no info	-	-	-
BELOUS Tatiana	@hotmail.com	Exclusive Desktop, MHz, MB RAM, GB HD, 17" Monitor, black/white laser printer,	0	incomplete info, not involved anymore	none
CELAC Diana	@mediu.moldova.md	Shared Desktop, 100MHz, 16MB RAM, 0GB HD, 15" Monitor, black/white inkjet printer, Windows 95	1	-	no
PANA-CARP Silvia	@mediu.moldova.md	no info	-	-	-
DUCA Gheorghe	@moldova.md	no info	-	-	-
GLADCHII Viorica	@moldova.md	no info	0	not involved anymore	-

Hardware Assessment Romania

Email domain =~ organisation, institution

User	Email Domain	Current Configuration	Priority	Remarks	Planned Purchase
POPESCU Liviu M.	@ICIM.RO	no info	-	-	-
CONSTANTINESCU Teodor Lucian	@ape.rowater.ro	Shared Desktop, 133MHz, 32MB RAM, 4GB HD, 17" Monitor, color inkjet/bubblejet printer, Windows 98	1	-	none
JULA Graziella	@ape.rowater.ro	no info	-	-	-
RINDASU Sorin	@ape.rowater.ro	Shared Desktop, 800MHz, 128MB RAM, 27GB HD, 19" Monitor, black/white laser printer, Windows ME	4	-	yes, 2 computers from National Dispatch of Romanian Water Authority (PENTIUM IV CPU 1,6 GHz, 128MB RAM, HDD 40 Gb)
SERBAN Petru	@ape.rowater.ro	Shared Desktop, 133MHz, 32MB RAM, 4GB HD, 17" Monitor, color inkjet/bubblejet printer, Windows 98	1	-	none
CONSTANTIN George	@mappm.ro	no info	-	-	-
STADIU Florin	@mappm.ro	no info	-	-	-
CHIRIAC Gabriel	@pcnet.pcnet.ro	Exclusive Desktop, 501MHz, 64MB RAM, 19GB HD, 17" Monitor, color inkjet/bubblejet printer, Windows Me	3	survey also from O. Dumitrescu and C. Hamchevici	-
VARDUCA Aurel	@pcnet.pcnet.ro	no info	-	-	-

Hardware Assessment Slovenia

Email domain =~ organisation, institution

User	Email Domain	Current Configuration	Priority	Remarks	Planned Purchase
BAT Marjan	@gov.si	Exclusive Desktop, 730MHz, 128MB RAM, 9GB HD, 21" Monitor, color inkjet/bubblejet printer, Windows 2000 SP1	4	-	-
BRICELJ Mitja	@gov.si	Shared Desktop, 1000MHz, 256MB RAM, 2GB HD, 17" Monitor, black/white laser printer, Windows 2000	4	-	none
KOREN Stanka	@gov.si	Exclusive Desktop, 667MHz, 128MB RAM, 10GB HD, 17" Monitor, black/white laser printer, Windows 98	4	-	new machine
MATOZ Helena	@gov.si	Exclusive Desktop, 350MHz, 64MB RAM, 4GB HD, 17" Monitor, black/white laser printer, Windows 98	2	-	NO
MLINAR Jurij	@gov.si	Exclusive Desktop, 927MHz, 128MB RAM, 9GB HD, 19" Monitor, black/white laser printer, Windows 2000 SP2	5	-	-
TOMAžEVIć Erna	@gov.si	Exclusive Desktop, 350MHz, 128MB RAM, 4GB HD, 17" Monitor, black/white laser printer, Windows 98	2	-	none
BEDJANIC Matjaz	@guest.arnes.si	no info	-	-	-
GRBOVIC Jasna	@rzs-hm.si	no info	0	not involved anymore	-
POLAJNAR Janez	@rzs-hm.si	Shared Desktop, 500MHz, 127MB RAM, 8GB HD, 17" Monitor, color inkjet/bubblejet printer, Windows 2000 SP1	3	-	-
ZUPAN Martina	@rzs-hm.si	Exclusive Desktop, MHz, MB RAM, GB HD, 17" Monitor, black/white laser printer,	-	-	-

Hardware Assessment Slovakia

User	Email Domain	Current Configuration	Priority	Remarks	Planned Purchase
BARTKOVA Eleonora	@enviro.gov.sk	no info	-	-	-
KLINDOVA Adriana	@enviro.gov.sk	Exclusive Desktop, 200MHz, 32MB RAM, 1GB HD, 14" Monitor, black/white laser printer, Windows 95	1	-	No
MATUSKA Milan	@enviro.gov.sk	no info	-	-	-
BABIAKOVA Gabriela	@mail.shmu.sk	no info	-	-	-
ADAMKOVÁ Juliana	@shmu.sk	Exclusive Desktop, 933MHz, 64MB RAM, GB HD, 15" Monitor, black/white laser printer, Windows 98	3	-	no
VYDARENY Milan	@shmu.sk	Exclusive Desktop, 999MHz, 256MB RAM, 28GB HD, 21" Monitor, color inkjet/bubblejet printer, Windows NT SP6	5	-	250 EUR
GEISBACHER Daniel	@sizp.sk	Exclusive Desktop, 200MHz, 64MB RAM, 2GB HD, 17" Monitor, color inkjet/bubblejet printer, Windows 98 SE	1	provided by Nadezda Skodova	probably yes
JANAK Milan	@sopsr.sk	Exclusive Desktop, 800MHz, 128MB RAM, 19GB HD, 19" Monitor, black/white laser printer, Windows 98	5	-	No
MAKOVINSKA Jarmila	@vuvh.sk	no info	-	-	-
MINARIK Boris	@vuzh.sk	no info	-	-	-

Hardware Assessment Ukraine

Email domain =~ organisation, institution

User	Email Domain	Current Configuration	Priority	Remarks	Planned Purchase
MOVCHAN Natalia	@menr.gov.ua	no info	3	results expected by the end of September 2002.	-
VEREMIYCHIK George	@mep.freenet.kiev.ua	no info	-	-	-
GRODZINSKI Michael	@prime.net.ua	no info	0	not involved anymore	-
MOVCHAN Yaroslav	@ukrnet.net	no info	-	-	-
SEREDA Kyryl	@ukrnet.net	no info	-	-	-
STETSENKO Mykola	@ukrnet.net	no info	-	-	-

Hardware Assessment FR Yugoslavia

Email domain =~ organisation, institution

User	Email Domain	Current Configuration	Priority	Remarks	Planned Purchase
MILUTINOVIC Borisav Stevan	@beoland.co.yu, borisav@beotel.yu	Shared Desktop, 866MHz, 256MB RAM, 4GB HD, 17" Monitor, black/white laser printer, Windows 2000	3	-	NO
MARTINOVIC-VITANOVIC Vesna	@ibiss.bg.ac.yu	Exclusive Desktop, 700MHz, 128MB RAM, 19GB HD, 15" Monitor, black/white laser printer, Windows 98 SE	3	new monitor recommended	None
IGNJATOVIC Jovanka	@meteo.yu	Exclusive Desktop, 600MHz, 128MB RAM, 20GB HD, 17" Monitor, black/white laser printer, Windows 2000	4	-	none
PETKOVIC Slobodan	@uzzpro.sr.gov.yu	Exclusive Desktop, 200MHz, 64MB RAM, 4GB HD, 15" Monitor, black/white needle printer, Windows 98	1	not user yet	none
SPASOJEVIC Miroslav	@yahoo.com	no info	-	-	-
GAVRIC Mihajlo	@yuonline.net	no info	0	not involved anymore	-

Part 2: Users with slow internet connections

Results from connection speed test

Country	User	Email Domain	Connection	Tests	Average KB/s	Min. KB/s	Max. KB/s
BA	HADZIABDIC Andja	@bih.net.ba	LAN	6	5.33	3.13	6.36
BG	DIMITROV Dobri	@meteo.bg	LAN	4	2.87	1.51	4.12
BG	MOLLOV Michail	@nfp-bg.eionet.eu.int	DSL	10	5.12	3.17	8.40
HR	FLAJSMAN Emil	@voda.hr	56K modem	3	2.91	2.59	3.13
MD	BELOUS Tatiana	@hotmail.com	33K modem	6	2.71	2.53	2.96
SK	GEISBACHER Daniel	@sizp.sk	LAN	5	2.98	1.55	6.29
SK	ADAMKOVÁ Juliana	@shmu.sk	LAN	6	7.72	3.80	12.46
SK	JANAK Milan	@sopsr.sk	LAN	6	2.64	1.20	4.70
YU	MILUTINOVIC Borisav Stevan	@beoland.co.yu, borisav@beotel.yu	LAN	12	2.27	1.75	3.25
YU	MARTINOVIC-VITANOVIC Vesna	@ibiss.bg.ac.yu	LAN	14	1.96	0.34	5.52

Q3.16a User indicating Training as (very) important

Country	User	Email domain	Importance of Training	Groups
AT	ÜBERWIMMER Franz	@ooe.gv.at	important	EMIS_EG
BG	MOLLOV Michail	@nfp-bg.eionet.eu.int	very important	MLIM_EG
CZ	NEDVEDOVA Doubravka	@env.cz	important	HOD_EXT1, S_EG
CZ	SOVJAKOVA Eva	@env.cz	important	RBM_GIS_ESG
CZ	BIZA Pavel	@povodi.cz	important	APC_EG
MD	CELAC Diana	@mediu.moldova.md	very important	APC_EG, EMIS_EG, HOD_EXT1, S_EG
RO	CONSTANTINESCU Teodor Lucian	@ape.rowater.ro	important	EMIS_EG
RO	RINDASU Sorin	@ape.rowater.ro	very important	RBM_GIS_ESG
RO	SERBAN Petru	@ape.rowater.ro	important	RBM_EG
RO	CHIRIAC Gabriel	@pcnet.pcnet.ro	important	MLIM_EG
SK	KLINDOVA Adriana	@enviro.gov.sk	important	ECO_EG
SK	VYDARENY Milan	@shmu.sk	very important	RBM_GIS_ESG
YU	MILUTINOVIC Borisav Stevan	@beoland.co.yu, borisav@beotel.yu	very important	RBM_GIS_ESG
YU	MARTINOVIC-VITANOVIC Vesna	@ibiss.bg.ac.yu	very important	DRP_SURVEY
YU	IGNJATOVIC Jovanka	@meteo.yu	important	APC_EG
-	FABIANOVA Marcela	@unvienna.org	very important	DRP_TEAM
-	POPOVICI Mihaela	@unvienna.org	important	EMIS_EG, ICPDR_PS, ICPDR_PS_TEXP

Q3.16b User indicating Workshops as (very) important

Country	User	Email domain	Importance of Workshop
AT	ÜBERWIMMER Franz	@ooe.gv.at	important
BG	MOLLOV Michail	@nfp-bg.eionet.eu.int	important
CZ	JURAN Stanislav	@atlas.cz	Very important
CZ	NEDVEDOVA Doubravka	@env.cz	Very important
CZ	BERNARDOVÁ Ilja	@post.cz	important
CZ	BIZA Pavel	@povodi.cz	important
HR	OMERBEGOVIC Visnja	@voda.hr	important
HU	JELINEK Gabriella	@kovim.hu	important
MD	CELAC Diana	@mediu.moldova.md	very important
RO	CONSTANTINESCU Teodor Lucian	@ape.rowater.ro	important
RO	RINDASU Sorin	@ape.rowater.ro	very important
RO	SERBAN Petru	@ape.rowater.ro	important
RO	CHIRIAC Gabriel	@pcnet.pcnet.ro	important
SK	KLINDOVA Adriana	@enviro.gov.sk	important
SK	VYDARENY Milan	@shmu.sk	important
SK	GEISBACHER Daniel	@sizp.sk	important
YU	MILUTINOVIC Borisav Stevan	@beoland.co.yu, borisav@beotel.yu	important
YU	MARTINOVIC-VITANOVIC Vesna	@ibiss.bg.ac.yu	very important
YU	IGNJATOVIC Jovanka	@meteo.yu	important
-	FABIANOVA Marcela	@unvienna.org	very important
-	POPOVICI Mihaela	@unvienna.org	important

Q3.16h Users indicating web space for own (national) presentation as (very) important

Country	User	Email domain	Importance of web space
BG	MOLLOV Michail	@nfp-bg.eionet.eu.int	important
CZ	SOVJAKOVA Eva	@env.cz	very important
CZ	KUPEC Petr	@seznam.cz	important
HU	KOVACS Peter	@mail.ktm.hu	important
RO	CONSTANTINESCU Teodor Lucian	@ape.rowater.ro	important
RO	RINDASU Sorin	@ape.rowater.ro	very important
RO	SERBAN Petru	@ape.rowater.ro	important
RO	CHIRIAC Gabriel	@pcnet.pcnet.ro	very important
SI	POLAJNAR Janez	@rzs-hm.si	important
SI	ZUPAN Martina	@rzs-hm.si	important
SK	VYDARENY Milan	@shmu.sk	important
SK	GEISBACHER Daniel	@sizp.sk	important
YU	MILUTINOVIC Borisav Stevan	@beoland.co.yu, borisav@beotel.yu	very important
YU	MARTINOVIC-VITANOVIC Vesna	@ibiss.bg.ac.yu	very important
YU	IGNJATOVIC Jovanka	@meteo.yu	important
-	FABIANOVA Marcela	@unvienna.org	very important

Observations during the survey

Many users did not react on the first survey invitation which was sent out by email. By the end of August 2002, only 20% of the addressed users submitted their results. Some of these users had been away from their office. Others stated they are already overworked or that they can not contribute to the survey. Some users seemingly did not get the first email, reaching some users was very difficult or impossible. Nevertheless, by sending out individual emails and – in some cases – phoning the users directly, the participation could be doubled in the end.

Many users also had problems with logging into the system. They either forgot their password, did not have any information on their user account or sometimes have not even been aware of a password-protected area. These problems became only obvious after actively asking the users, why they did not log in so far. Most of the users who faced such problems did not act on themselves to get access to the system.

Additional feedback and suggestions for improvement of the system emerged also during the communication with the users for gathering survey results

UNDP/GEF Danube Regional Project,
Component 2.4 "Reinforcement of ICPDR Information System (Danubis)"

Survey Report

Contents

Summary

Set-up and implementation

The survey was carried out among the users of the ICPDR Information System in order to assess the hardware and software equipment, network connection and the users' experience with computers, the internet and the ICPDR Information System.

The survey consisted of two electronic questionnaires and two automated system tests. The survey results were collected in the database of the ICPDR Information System. The analysis was also generated from the database.

Part 1: Hardware/Software:
a) Questionnaire (Word Form)
b) Online test, instructions provided as PDF document
Part 2: Internet Connection Speed:
Online test at ICPDR website, instructions provided as PDF document
Part 3: Information System:
Questionnaire (Word Form)

The survey was distributed by email on 12 June 2002 among all Heads of Delegations, Representatives of Participating States and Expert Group Members of the ICPDR.
The deadline for submitting results was set to the end of August 2002. After this, reminders were sent out and further results have been collected.

The questionnaires (part 1a and 3) were prepared as forms with MS Word. This way, the users could answer most questions by choosing an option from a drop-down list or clicking on a checkbox. Additionally, some text fields for open questions were included.
The completed questionnaires were sent back. The form data was saved directly into comma-delimited text files which in turn were imported into the database.

Information on the hardware (part 1b) was collected using a free online test (http://www.pcpitstop.com). The users carried out this test from their workplace PC and mailed the result page back. The relevant figures of the result page have been manually entered into an Excel sheet which was then imported into the database.

The online connection test (part 2) was hosted on the ICPDR web server to test the speed of the connection between each user's PC and the ICPDR server. For this purpose, a specific application was developed which measures the download time of a file and stores the result in the database automatically. Users carried out the test several times to examine how download times differ over time. The test can be used again at any time and is accessible at this location: http://www.icpdr.org/speedtest

The analysis of the survey was defined as database queries of the survey data, which are also stored in the database. A special application was developed which uses the survey data and the stored analytical queries to generate the tables and charts shown in the following chapters. By separating data, logic and presentation like this, it was possible to work on the survey analysis and presentation already in parallel to the collection of survey data. Furthermore, it was possible to combine the survey data with other data in the Information System (like user information, access logs). This framework can also serve as a tool for a repeated survey or other surveys.

Results

Participation
The survey was sent to 128 users. 56 users (44%) responded to the survey, this is more than 60% of the active users of the Information System. Participation varied considerably from country to country, from 0 to nearly 80%. But on group-level the participation was more even, at least 6 users of each Expert Group participated.

Hard- and Software equipment
The average user has exclusive access to a Desktop PC, which is equipped with a 500 MHz processor, 128 MB memory, 10 GB hard disk, a 17" monitor with a screen resolution of 800x600 pixels, as well as a b/w laser printer. The most common operating system is Windows 98, and Internet Explorer, Acrobat Reader, MS Office and a ZIP utility are installed. This is not a state-of-the art system, but fairly enough for working with a web-based system. However, several users having inferior systems need new equipment.

Internet connection
Most users connect to the internet through their organisation's network (LAN). Download rates vary widely, not only from country to country, but also within the countries. 20% of the users only achieve download-rates of up to 5 KB/s and 40% of more than 30 KB/s, the rest is in-between. Having documents with 300 KB on average, such a download would take one minute or more in the first, and 10 seconds in the latter case.

Users' experience
Almost all users have more than 5 years experience in using computers, and also at least 2 years experience in using the internet. They use it on a daily basis, most of all for their work, reading news and downloading software. The ICPDR Information System is only used occasionally, and less than 30 minutes per visit.

Users' attitude
Most of the user regard the system as important to their work within the ICPDR and even much more important in the next 5 years. Users state, that they would like to use the system frequently and that using it can be learned quickly and does not need the support of a technical person. They also agree with statements, that it is easy to use and well integrated, but not to such an extend as to the previous statements.

Evaluation of the system
The usefulness and up-to-dateness of information and the ease of navigation are the most important general aspects for the users, but the satisfaction with these aspects lacks considerably behind. Finding documents is the most important task the system is used for. Also quite important are expert databases, file sharing, event calendar, addresses, data export, analytical tools and related/filtered information from other sources. In contrast, the satisfaction with finding documents in the system is the lowest. Also the satisfaction with the other important tasks mentioned above lacks behind in relation to their importance.

Expectations on support
Users would most of all like support by email, followed by web-based support and eLearning as well as workshops. Training is less important, and telephone support has no importance at all.

Requested enhancements
Enhancements which are requested the most are e-mail notifications of new documents and events. A keyword or topic index, the possibility of requesting documents to be sent by email and group mail (messaging) functions are also top-ranked. Still, most of the already existing features gained a higher importance score than these enhancements.

From the deviation in answers and individual comments to the open questions, it becomes obvious that the expectations from and the satisfaction with the system is very diverse among the users.

All detailed results are presented in the chapter at page 9.
Some derived recommendations are given in the following chapter.

Recommendations

Hardware

Based on the Hardware Assessment and Priority Lists (see chapter Individual Results), and after decision on a Standard Computer Configuration, a purchase plan can be compiled taking also into account the project budget, UN purchase procedures and rules, and restrictions and requirements at the national and organisational level.

Network Connection

The local situation of users having a slow internet connection (see chapter Individual Results) should be investigated in order to find out if there are any options for improvement of the connection speed, e.g. by optimising software configuration of the local system or by installing new network equipment (e.g. router, etc.).

Training

The hesitant participation at the survey and the user's indication of a rather low importance of training suggests that **awareness-raising activities** both for the Information System itself and for the training programme should be undertaken before the actual training.

The mixed expectations by the users, reflected in the individual statements and in the large deviation in the questions, indicate that there is no **common view of the goals and functions of the Information System**. Therefore, the Permanent Secretariat should revise the Information Management Strategy (from the presentation at the Sinaia Plenary 1999) and adapt it to the current situation. The objectives, expected benefits and principles of the Information System should be clarified.
Building on this strategy, the "institutional set-up" of the Information System should be laid out in short but precise guidelines and SOPs, describing tasks and responsibilities within the Information System (e.g. for administration of user accounts and access privileges, publication of content, update of databases, etc.).

To ensure the effectiveness of the training, the nomination of **facilitators** is recommended. Facilitators are selected users who have special tasks within a certain area of the IS, which also means towards a certain group of users. There should be facilitators on Expert Group level and country level. The tasks of the facilitators could be to coordinate, i.e. ensure availability of relevant information in the appropriate form and place and on time, help and encourage users to contribute information, review and edit contributions, delete redundant or out-dated information, summarize content, etc. The detailed tasks of the facilitators should be further discussed, agreed upon and defined in TORs.

The **training programme** should be launched in two phases: an initial training workshop for facilitators ("training of trainers"), followed by one user workshop in each country. Presentation of the strategy and institutional set-up should be included in the training programme as an introductory module. Technical training modules can be customized to the defined roles in the system, i.e. not everyone has to learn everything. Facilitators obviously need a more advanced training and should be prepared to take an active role in the training sessions of the 2nd phase.

Web-based and email **user-support** should be enhanced (see development below) and eLearning modules (tutorials for specific tasks) should be developed to prepare, accompany and follow-up the training.

Development

To improve **navigation**, the functionality of the navigation bar should be optimized (the base-code is outdated, newer techniques can be implemented).

The **search functions** can be improved by implementing a search function by Document number, date of approval or other meta-information. But this feature depends on correctness and completeness of this meta-information (guidelines for publishing documents are necessary).

A central and up-to-date **address database** is essential for many applications. Such a database serves as one source of information for a searchable address book, group member lists, meeting participants lists, mailing lists, email notifications, etc. A feasible solution for this tasks should be developed.

Email notification of new documents and events are the most requested features and should be implemented with high priority. Details of this feature (e.g. how is such a notification triggered, how are recipients identified, etc.) have yet to be specified. Group messaging functions (ranked at no. 5 of enhancements) should be considered as an integrated function.

The automatic sending of **documents by email** on request of a user (ranked at no. 4 of enhancements) can be achieved with additional software from Oracle or other sources. The possible options should be evaluated and tested.

To encourage feedback and facilitate support, a simple **support application** should be developed. This would consist of an online form were users can request help in a structured way. Administrators (and facilitators) can reply to these questions in the same application. All communication is additionally transmitted by email. The solved questions with answers will be viewable by all users as an additional source of online help (knowledge base).

A recurring problem is that users forget their password. This prevents them from using the system, as they have to write an email and wait for a response. This problem can be solved very efficiently with a **function to retrieve the password** by email. This enables the user to continue working with the IS immediately and eases administration overhead.

Due to some criticism of the availability of the system (and also because of the increased importance of availability if the AEWS is integrated), **server monitoring** should be implemented. This monitoring will ensure that the system administrator is immediately alarmed (by email or SMS) when a system failure occurs and can therefore take the necessary steps to minimize downtime. Statistics will be kept to give a clear picture of the total availability of the system (also to the users). Furthermore, scheduled downtimes (due to software upgrades or power-cuts) should be announced in advance to users by email.

More recommendations

Another important outcome from the survey is that **usefulness and up-to-dateness of information** have a considerable potential for improvement. To achieve such an improvement, training or development will not be enough. The nomination of facilitators – as already mentioned above relating to the training programme - could be useful in this respect.

Building a **topic or keyword index** (ranked at no. 3 of enhancements) can already be achieved with the built-in functions of Oracle Portal, no additional development is necessary. This is more a content-related task, as new and already existing documents have to be indexed manually by users who are familiar with the content of the documents (e.g. facilitators). As a prerequisite, a list of topics or keywords has to be defined and also maintained in the future.

To further improve user's ability of **finding documents** and for the improvement of **expert databases**, more specific feedback from the users is needed. This kind of feedback can be

obtained during the training courses, through an improved feedback system and through the facilitators.

Further content-related recommendations/requests from users which should be considered and discussed:

- Short and easy to read summaries of main results and planned actions or disasters (targeted to members of government, stake holders, decision-makers)
- Simpler structure
- General and compact information for the public,
- More attractive public area
- Links to WFD related information
- Expert level of information. New findings in sampling, analytical and information technologies
- General information on countries of the DRPC, national information
- Task specific information (e.g. restoration of damaged ecosystems, DBAM, imission limits etc. were mentioned)

Detailed Results

Survey Participation

Survey participation in total

How many users responded to the survey?

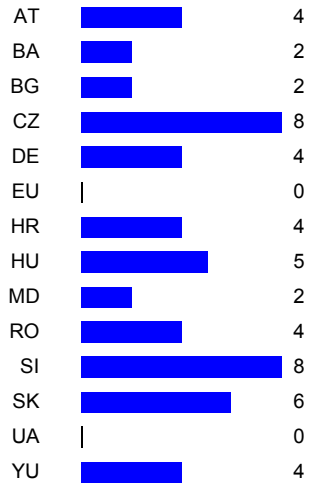
a) Total number of users of the IS	205
b) Number of users addressed in the survey	127
c) Active users within b)	90
d) Participating Users	59
e) Participation in % of b)	46
f) Participation in % of c)	66

b) The survey was addressed to all Heads of Delegations, Representatives of Participating States and Expert Group Members of the ICPDR
c) Approx. two thirds of the users who have been addressed have also used the information system at least once (i.e. logged in with their user name)
d) More than 50 users participated, i.e. they completed at least one of the three parts of the survey.
e) More than 40% of the users who have been addressed (basis: b) participated in the survey.
f) Even more than 60% of the "active" users (basis: c) participated in the survey.

Survey participation by country

Column **Users (n)** counts each user who has submitted at least one part of the survey. The participation for each part and total users addressed in the countries are also shown.

Country	Users (n)	Users (%)	Part 1 (n)	Part 2 (n)	Part 3 (n)	Total users in country
AT	4	36	2	2	4	11
BA	2	29	2	1	0	7
BG	2	40	2	2	2	5
CZ	8	73	8	5	8	11
DE	4	33	1	2	4	12
EU	0	0	0	0	0	4
HR	4	31	4	3	4	13
HU	5	45	5	3	5	11
MD	2	29	2	1	1	7
RO	4	44	4	1	4	9
SI	8	80	8	5	5	10
SK	6	60	5	4	6	10
UA	0	0	0	0	0	6
YU	4	67	4	3	3	6

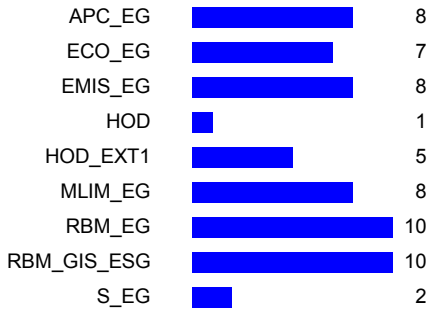


Note: Users of the Permanent Secretariat are not listed in this table.

Survey participation by group

Column **Users (n)** counts each user who has submitted at least one part of the survey. The participation for each part and total users addressed in the groups are also shown.

Group	Users (n)	Users (%)	Part 1 (n)	Part 2 (n)	Part 3 (n)	Total users in group (n)
APC_EG	8	57	8	7	8	14
ECO_EG	7	47	5	2	6	15
EMIS_EG	8	89	7	2	6	9
HOD	1	9	1	0	0	11
HOD_EXT1	5	23	4	2	4	22
MLIM_EG	8	31	8	6	8	26
RBM_EG	10	37	8	4	8	27
RBM_GIS_ESG	10	63	9	8	10	16
S_EG	2	40	2	1	2	5



Note: Some users are members of more than one group. Therefore the sum of **Users (n)** is higher than the total number of participants

Survey participation by part of survey

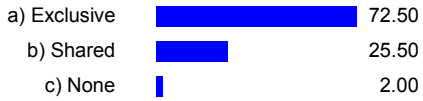
Part 1: Hardware
Part 2: Connection Speed
Part 3: Information System

Part	Users	% of participating users	% of all users
Part 1	50	82	39
Part 2	34	56	27
Part 3	50	82	39

Part 1: Hardware

Q1.2 Access to computer

Access	Users(%)	Users(n)
a) Exclusive	72.50	37
b) Shared	25.50	13
c) None	2	1



Q1.3 Computer type

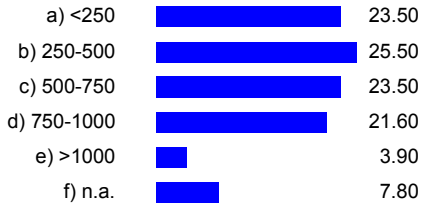
Type	Users(%)	Users(n)
Desktop	96.10	49
Laptop	2	1
None	2	1

Q1.10 Processor clock speed (MHz)

Recommended minimum: 500 MHz
Current systems usually have 900-2200 MHz.

In a computer, clock speed refers to the number of pulses per second generated by an oscillator that sets the tempo for the processor. Clock speed is usually measured in MHz (megahertz, or millions of pulses per second) or GHz (gigahertz, or billions of pulses per second).
Clock speed is one measure of computer "power," but it is not always directly proportional to the performance level.

Speed	Users(%)	Users(n)
a) <250	23.50	12
b) 250-500	25.50	13
c) 500-750	23.50	12
d) 750-1000	21.60	11
e) >1000	3.90	2
f) n.a.	7.80	4

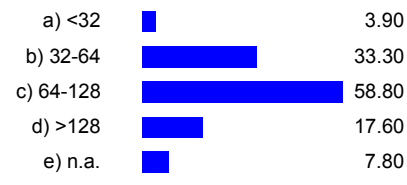


Q1.11 Memory Size (RAM) in MB

Recommended Minimum: 128 MB
Current systems usually have 256 or 512 MB RAM.

RAM (random access memory) is the place in a computer where the operating system, application programs, and data in current use are kept so that they can be very quickly reached by the computer's processor. The more RAM you have, the less frequently the computer has to access instructions and data from the more slowly accessed hard disk form of storage.

Memory	Users(%)	Users(n)
a) <32	3.90	2
b) 32-64	33.30	17
c) 64-128	58.80	30
d) >128	17.60	9
e) n.a.	7.80	4

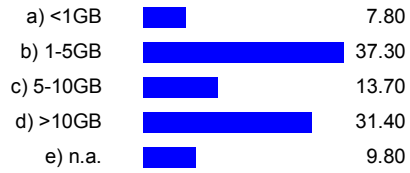


Q1.12 Hard disk size

Recommended Minimum: 10 GB
Current typical systems have hard disks of 20-100 GB.

A hard disk (or "disk drive") is part of a unit that stores and provides relatively quick access to large amounts of data on an electromagnetically charged surface.

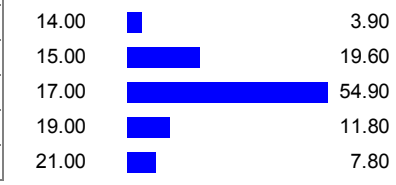
Disk	Users(%)	Users(n)
a) <1GB	7.80	4
b) 1-5GB	37.30	19
c) 5-10GB	13.70	7
d) >10GB	31.40	16
e) n.a.	9.80	5



Q1.4 Monitor screen size

Recommended minimum: 17"
Currently, monitors of 17-21" are most commonly used.

Size (inches)	Users(%)	Users(n)
14	3.90	2
15	19.60	10
17	54.90	28
19	11.80	6
21	7.80	4

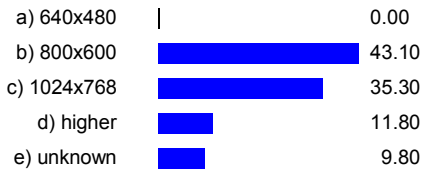


Q1.13 Screen resolution (hor. x vert. pixels)

Recommended minimum: 800x600 pixel
Currently, screen resolutions of 800x600 and 1024x768 are most common.

Resolution is the number of pixels (individual points of color) contained on a display monitor, expressed in terms of the number of pixels on the horizontal axis and the number on the vertical axis. The sharpness of the image on a display depends on the resolution and the size of the monitor.
Knowledge of the size of users screens can play an integral role in the development of content for WWW sites as site designers need to optimize graphics to fit the majority of user's screens.

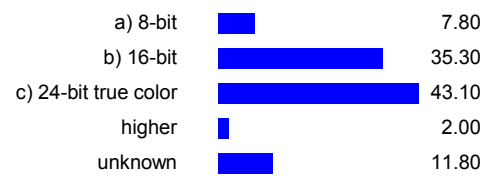
Resolution	Users(%)	Users(n)
a) 640x480	0	0
b) 800x600	43.10	22
c) 1024x768	35.30	18
d) higher	11.80	6
e) unknown	9.80	5



Q1.14 Color depth

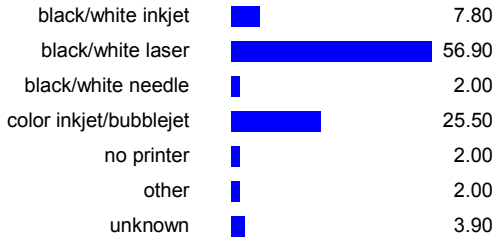
Color on a computer is a function of the number of bits available to describe the shade of each pixel on the screen. The color depth is indicated as bits per pixel. More bits per pixel provide more colors.
24 bit color is referred to as true color or full color because 16.7 million colors (2^{24}) is enough to provide even the most subtle shading. 8 bit is typically recognized as a minimum requirement to provide reasonably natural looking color reproduction of complex images.

Color depth	Users(%)	Users(n)
a) 8-bit	7.80	4
b) 16-bit	35.30	18
c) 24-bit true color	43.10	22
higher	2	1
unknown	11.80	6



Q1.05 Printer type

Type	Users(%)	Users(n)
black/white inkjet	7.80	4
black/white laser	56.90	29
black/white needle	2	1
color inkjet/bubblejet	25.50	13
no printer	2	1
other	2	1
unknown	3.90	2

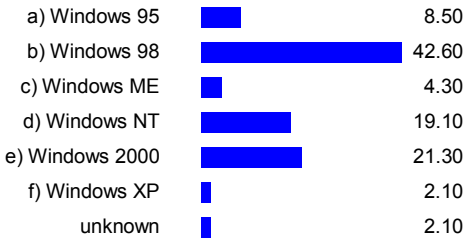


Q1.15 Operating System

Recommended minimum: Windows 98
Currently, Windows 98 is still the most common OS, followed by Windows 2000 and XP.

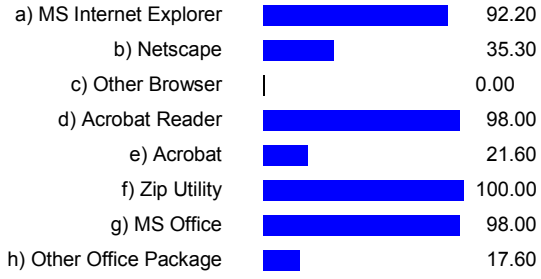
An operating system (abbreviated as "OS") manages all the other programs in a computer and provides a graphical user interface. Having a recent OS is a basis for a stable and user-friendly system.

System	Users(%)	Users(n)
a) Windows 95	8.50	4
b) Windows 98	42.60	20
c) Windows ME	4.30	2
d) Windows NT	19.10	9
e) Windows 2000	21.30	10
f) Windows XP	2.10	1
unknown	2.10	1



Q1.09 Installed Software

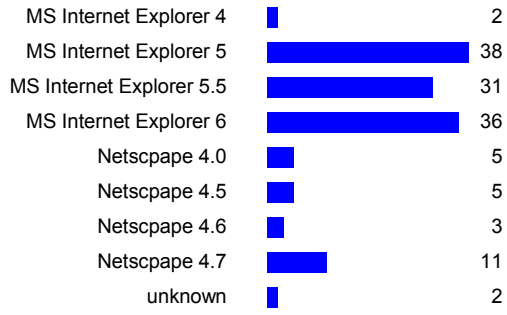
Program	Users(%)	Users(n)
a) MS Internet Explorer	92.20	47
b) Netscape	35.30	18
c) Other Browser	0	0
d) Acrobat Reader	98	50
e) Acrobat	21.60	11
f) Zip Utility	100	51
g) MS Office	98	50
h) Other Office Package	17.60	9



Used Browser Versions

The information about used browsers is taken from the web server's access log.

Browser	Users(n)
MS Internet Explorer 4	2
MS Internet Explorer 5	38
MS Internet Explorer 5.5	31
MS Internet Explorer 6	36
Netscape 4.0	5
Netscape 4.5	5
Netscape 4.6	3
Netscape 4.7	11
unknown	2



Q1.08 System Administrator available

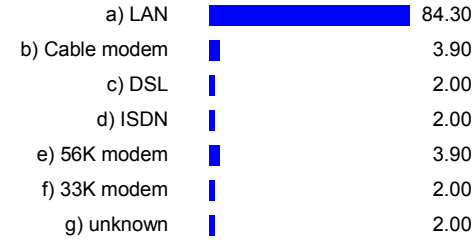
Answer	Users(%)	Users(n)
No	7.80	4
Yes	92.20	47

Part 2: Connection Speed

Q1.6 Internet connection type

28/33/56K modem: analog modems are used to connect a computer over the standard phone line with the internet. 28/33/56K indicates the maximum speed of the modem (should be indicated on the modem).
ISDN: "Integrated Services Digital Network" is a dial-up 64K connection over the digital ISDN network. Special ISDN cards (sometimes also called ISDN modems) are used.
Dual ISDN: each ISDN connection has two channels. If both channels are used for internet connection, you have a 128K connection.
DSL: "Digital Subscriber Line" is an always-on connection over existing wiring at high speed. There are different types, e.g. ADSL (Asymmetric DSL), SDSL (Symmetric DSL).
Cable modem: special cable modems are used to connect over the coaxial cable television network. The speed is can be 3-50 megabits/second.
LAN: "Local Area Network" using Ethernet connections to connect many computers in an office building.

Type	Users(%)	Users(n)
a) LAN	84.30	43
b) Cable modem	3.90	2
c) DSL	2	1
d) ISDN	2	1
e) 56K modem	3.90	2
f) 33K modem	2	1
g) unknown	2	1



Connection speed

Results from online connection speed test

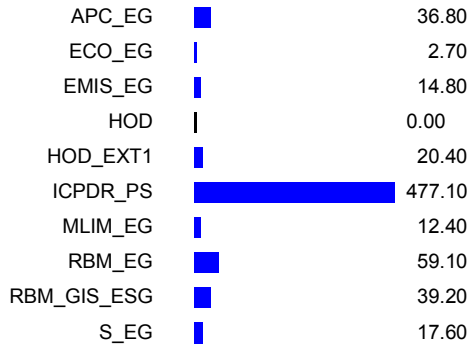
Average speed	Users(%)	Users(n)
a) <5 KB/s	19.44	7
b) 5-10 KB/s	8.33	3
c) 10-20 KB/s	19.44	7
d) 20-30 KB/s	13.89	5
e) >30 KB/s	38.89	14

Connection speed by country

Country	Average	Min	Max	Deviation	Users
AT	99.80	63.40	118.50	17.40	2
BA	5.30	3.10	6.40	1.20	1
BG	4.50	1.50	8.40	1.80	2
CZ	33.20	3.10	100	24.40	5
DE	58.40	5.30	129.10	35.10	2
EU	-	-	-	-	0
HR	11.40	2.60	15.60	3.80	3
HU	28.80	5.90	67.10	16.50	3
MD	2.70	2.50	3	0.20	1
RO	12	12	12	0	1
SI	36.70	11.30	68.70	12.80	5
SK	6.80	1.20	27.40	6.10	4
UA	-	-	-	-	0
YU	7.60	0.30	29.70	10.10	3
not specified	325	3.10	916.60	270.50	3

Connection speed by group

Group	Average	Min	Max	Deviation	Users
APC_EG	36.80	1.50	129.10	30	7
ECO_EG	2.70	1.20	4.70	1.30	2
EMIS_EG	14.80	3.10	43.40	13.60	2
HOD_EXT1	20.40	3.10	46.30	13.90	2
ICPDR_PS	477.10	3.10	916.60	343.40	1
MLIM_EG	12.40	3.20	41.30	8.10	6
RBM_EG	59.10	20.80	109.40	25.70	4
RBM_GIS_ESG	39.20	1.70	118.50	39.20	8
S_EG	17.60	3.10	46.30	14.10	1

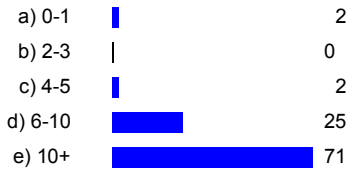


Part 3: Information System

Q3.2 How long have you been using a computer?

Users specified the number of years. The result is grouped.

Years	Users(%)	Users(n)
a) 0-1	2	1
b) 2-3	0	0
c) 4-5	2	1
d) 6-10	25	13
e) 10+	71	36



Q3.3 How long have you been using the Internet?

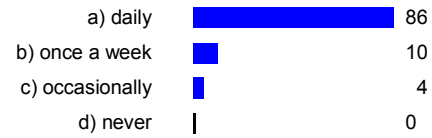
Users specified the number of years. The result is grouped.

Years	Users(%)	Users(n)
a) 0-1	2	1
b) 2-3	12	6
c) 4-5	53	27
d) 6-10	31	16
e) 10+	2	1

Q3.4 How often do you use the Internet?

Selection list

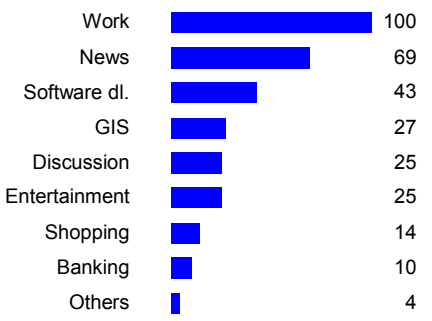
Frequency	Users(%)	Users(n)
a) daily	86	44
b) once a week	10	5
c) occasionally	4	2
d) never	0	0



Q3.5 For which purpose do you use the Internet?

Checkboxes (multiple choices possible)

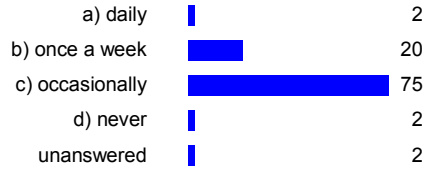
Use	Users(%)	Users(n)
Work	100	51
News	69	35
Software dl.	43	22
GIS	27	14
Discussion	25	13
Entertainment	25	13
Shopping	14	7
Banking	10	5
Others	4	2



Q3.6 How often do you use the ICPDR IS approximately?

Selection list

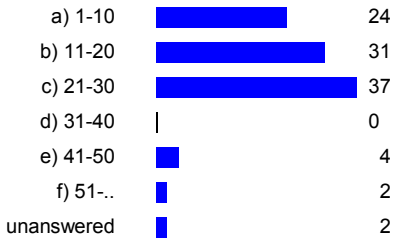
Frequency	Users(%)	Users(n)
a) daily	2	1
b) once a week	20	10
c) occasionally	75	38
d) never	2	1
unanswered	2	1



Q3.7 How much time do you typically spend in the ICPDR IS (per visit)?

Users specified the number of minutes. The result is grouped.

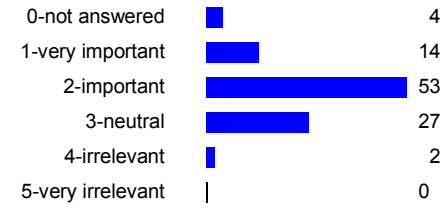
Minutes	Users(%)	User(n)
a) 1-10	24	12
b) 11-20	31	16
c) 21-30	37	19
d) 31-40	0	0
e) 41-50	4	2
f) 51-..	2	1
unanswered	2	1



Q3.8 How important is the IS to your work within the ICPDR currently?

Selection list

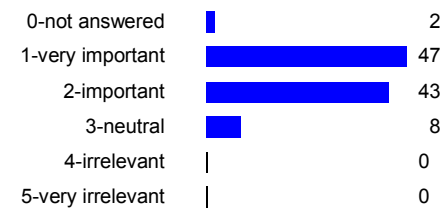
Importance	Users(%)	Users(n)
0-not answered	4	2
1-very important	14	7
2-important	53	27
3-neutral	27	14
4-irrelevant	2	1
5-very irrelevant	0	0



Q3.9 How important do you expect the IS to be to your work within the ICPDR within the next 5 years?

Selection list

Importance	Users(%)	Users(n)
0-not answered	2	1
1-very important	47	24
2-important	43	22
3-neutral	8	4
4-irrelevant	0	0
5-very irrelevant	0	0



Q3.10 Agreement on statements a,h

Statements:
a) I think I would like to use this system frequently
h) I found the system very cumbersome to use.
Explanation:
The table shows the points and the number of users for each answer. The points are summed up for all users. Positive points are given for agreement, negative points for disagreement. The higher the sum of points, the stronger the agreement.
Answers and points: **n**ot **a**nswered = 0, **s**trongly **d**isagree = -2, **d**isagree = -1, **n**eutral = 0, **a**gree = +1, **s**trongly **a**gree = +2

Statement	Points	na	sd	d	n	a	sa
a) like to use	45	1	0	2	12	25	11
h) cumbersome	-38	4	7	27	10	3	0

Q3.10 Agreement on statements b,c

Statements:
b) I found the system unnecessarily complex
c) I thought the system was easy to use.
Explanation: see above

Statement	Points	na	sd	d	n	a	sa
b) complex	-26	4	6	20	15	6	0
c) easy to use	28	5	0	4	11	30	1

Q3.10 Agreement on statements d,i

Statements:
d) I think that I would need the support of a technical person to be able to use this system
i) I felt very confident using the system.
Explanation: see above

Statement	Points	na	sd	d	n	a	sa
d) need support	-53	4	13	28	5	1	0
i) confident use	25	8	0	3	14	24	2

Q3.10 Agreement on statements e,f

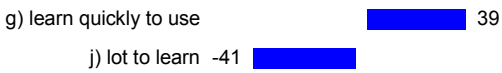
Statements:
e) I found that the various functions in this system were well integrated
f) I thought there was too much inconsistency in this system
Explanation: see above

Statement	Points	na	sd	d	n	a	sa
e) well integrated	25	4	1	1	18	26	1
f) inconsistency	-31	6	4	24	16	1	0

Q3.10 Agreement on statements g,j

Statements:
g) I would imagine the most people would learn to use this system very quickly
j) I need to learn a lot of things before I could get going with this system.
Explanation: see above

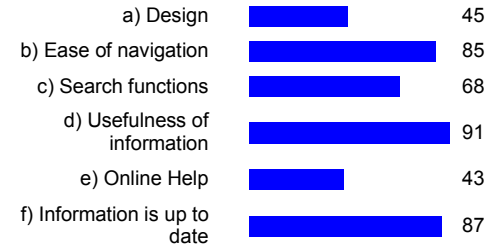
Statement	Points	na	sd	d	n	a	sa
g) learn quickly to use	39	2	0	1	9	38	1
j) lot to learn	-41	2	5	34	8	1	1



Q3.11 Importance of different aspects of the ICPDR IS

Answers by a selection list of the degree of importance for each aspect.
The result is given as the sum of points for each aspect.
Answers and points: very important=+2, important=+1, neutral=0, unimportant=-1, very unimportant=-2

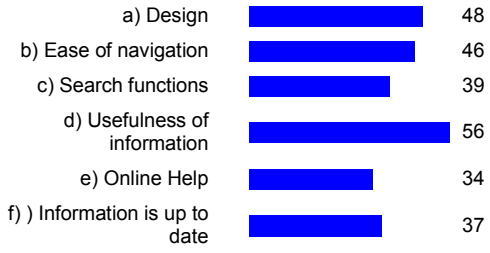
Aspect	Points	Avg.Pts./User	Deviation
a) Design	45	0.88	0.84
b) Ease of navigation	85	1.67	0.55
c) Search functions	68	1.33	0.79
d) Usefulness of information	91	1.78	0.54
e) Online Help	43	0.84	0.95
f) Information is up to date	87	1.71	0.67



Q3.11 Satisfaction with differenct aspects of the ICPDR IS

Answers by a selection list of the degree of satisfaction for each aspect.
The result is given as the sum of points for each aspect.
Answers and points: very satisfied=+2, satisfied=+1, neutral=0, dissatisfied=-1, very dissatisfied=-2

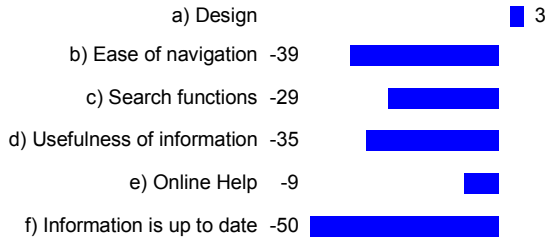
Aspect	Points	Avg.Pts./User	Deviation
a) Design	48	0.94	0.86
b) Ease of navigation	46	0.90	1.01
c) Search functions	39	0.76	1.03
d) Usefulness of information	56	1.10	0.85
e) Online Help	34	0.67	1.07
f)) Information is up to date	37	0.73	1.02



Q3.11 Importance-Satisfaction Gap

Difference between Satisfaction and Importance
Positive values: Satisfaction is higher than Importance
Negative values: Satisfaction is lower than Importance

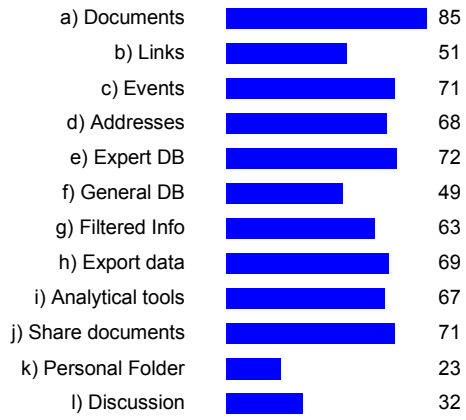
Aspect	Gap
a) Design	3
b) Ease of navigation	-39
c) Search functions	-29
d) Usefulness of information	-35
e) Online Help	-9
f) Information is up to date	-50



Q3.12 Importance of using the ICPDR IS for different tasks

Answers by a selection list of the degree of importance for each task.
The result is given as the sum of points for each task.
Answers and points: very important=+2, important=+1, neutral=0, unimportant=-1, very unimportant=-2

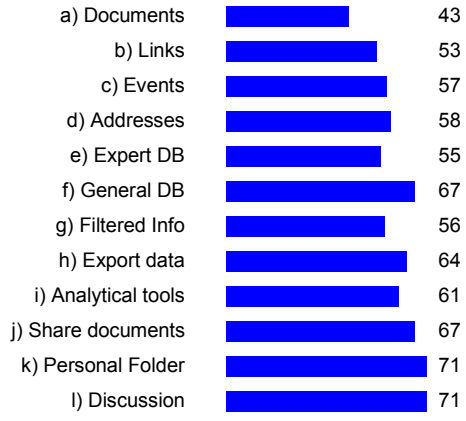
Aspect	Points	Avg.Pts./User	Deviation
a) Documents	85	1.67	0.52
b) Links	51	1	0.98
c) Events	71	1.39	0.80
d) Addresses	68	1.33	0.84
e) Expert DB	72	1.41	0.96
f) General DB	49	0.96	1.11
g) Filtered Info	63	1.24	0.91
h) Export data	69	1.35	1
i) Analytical tools	67	1.31	1.19
j) Share documents	71	1.39	0.92
k) Personal Folder	23	0.45	1.35
l) Discussion	32	0.63	1.22



Q3.12 Satisfaction with using the ICPDR IS for different tasks

Answers by a selection list of the degree of satisfaction for each task.
The result is given as the sum of points for each task.
Answers and Points: very satisfied=+2, satisfied=+1, neutral=0, dissatisfied=-1, very dissatisfied=-2

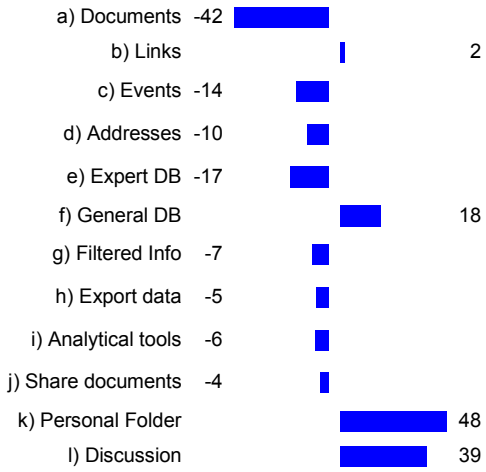
Aspect	Points	Avg.Pts./User	Deviation
a) Documents	43	0.84	0.90
b) Links	53	1.04	1.13
c) Events	57	1.12	1.09
d) Addresses	58	1.14	1.33
e) Expert DB	55	1.08	1.31
f) General DB	67	1.31	1.44
g) Filtered Info	56	1.10	1.42
h) Export data	64	1.25	1.48
i) Analytical tools	61	1.20	1.37
j) Share documents	67	1.31	1.36
k) Personal Folder	71	1.39	1.42
l) Discussion	71	1.39	1.47



Q3.12 Tasks: Importance-Satisfaction Gap

Difference between Satisfaction and Importance
Positive values: Satisfaction is higher than Importance
Negative values: Satisfaction is lower than Importance

Task	Gap
a) Documents	-42
b) Links	2
c) Events	-14
d) Addresses	-10
e) Expert DB	-17
f) General DB	18
g) Filtered Info	-7
h) Export data	-5
i) Analytical tools	-6
j) Share documents	-4
k) Personal Folder	48
l) Discussion	39



Q3.13 What would help you in better using the IS for tasks mentioned above?

Answers
Web site should be always available (in the past half a year very often unavailable)
Having some more experiences using the Internet, user interface in national language, homepage customizable on group level to have relevant information at one glance.
Short, easy to read summaries of the main results of the expert groups, of main project results, of planned actions (new tasks, planned projects, future public relation events, etc.)
I need up to date information and documents before the meetings in time, I would need easier navigation
stronger computer
More performed computer and increasing of the speed connection
easier orientation in the IS
searching of topics, keywords, dividing documents to the sections (horizontal and vertical) concerning expert groups and topics, signalise the new things on web-site, date of upgrade version of document, signed old versions, add the sign of importance for chosen expert groups, keywords to document and searching, etc.
if more links on WFD related information were available if more ICPDR members and guests would use the IS
The main item is the time available relative to the tasks I have to perform. … The time I spend for the EG is around 25 - 30% of my yearly workload, but within the year it varies tremendously. Based on this the main problem I have to resolve via DANUBIS is to obtain some information I do not yet hold. Technical items are from my point of view of minor importance compared with the 'soft side', i.e. the timely input of content. This cannot be furnished by the administrator, it has to come from the users themselves. In regard to this item I understand that I myself am 'called' to participate. As the situation stands I subscribe to the view that an 'active informing' via e-mails is assuring the reaching of all partners to a bigger extent than the obligation of the addressee to search DANUBIS for news.
Having in mind that I'm a resent user of the IS, a need more time to explore to be able to answer this question
ability of my current PC limited my using IS
training and more time
better computer
more use this IS
better availability and quick respond
user workshop
solving problems with password
A function to inform people via e-mail that an online discussion has started.
Some simple GIS tool with maps.

Q3.14 Which important content is not covered by the IS?

Answers
Expert level of information. New findings in sampling, analytical, information technologies, used in the river basin.
Members of the government, stake holders, heads of the departments need short (!) and quick (!) information about Danube survey, disasters like floods, spills of hazardous substances or just about the TNMN (without knowing that it is called so) and the information needed should be up to date but not more than half a page; that's what I miss in the IS so that I have to put together the information on half a page in case the information is required.
A list of all expert group members
imission limits
geographically located information (GIS maps)
for me I would like specific task concerning to wetlands, nature protection, restoration of damaged ecosystems, EU legislation.
general information on countries of the DRPC
No answer, as there is no time to reason
Having in mind that I'm a resent user of the IS, a need more time to explore to be able to answer this question
link to EU Water Director sources
DBAM, updating of the rating curves
a better telephone and address book, the 'workbook' (discussion in Prague)
I did not find the text of the Convention on cooperation for protection and sustainable use of the Danube river and information on cooperation between ICPDR and ICPBS (Memorandum of understanding between the ICPBS and the ICPDR and Declaration on water and water related ecosystems in the wider Black Sea region etc.).
simple GIS

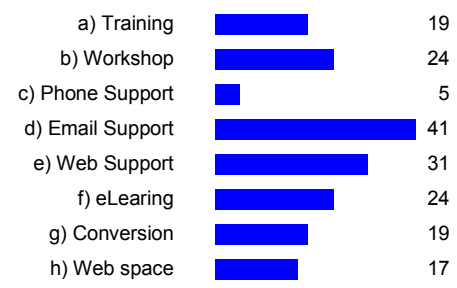
Q3.15 Which important task/function is not covered by the IS?

Answers
Information platform with new EU-papers, easy links to EU-directives, etc.
A link, which presents a summary of the most important contents in german language
Sorry, I don't know this time.
No answer, as there is no time to reason
Having in mind that I'm a resent user of the IS, a need more time to explore to be able to answer this question
environmental and ICPDR password (vocabulary)
Possibility to find Summary reports from meeting of the Commission, Steering Group and expert groups including all annexes.
GIS-queries

Q3.16 Importance of Support/Service

Answers by a selection list of the degree of importance for each question.
The result is given as the sum of points for each question.
Answers and points: very important=+2, important=+1, neutral=0, unimportant=-1, very unimportant=-2

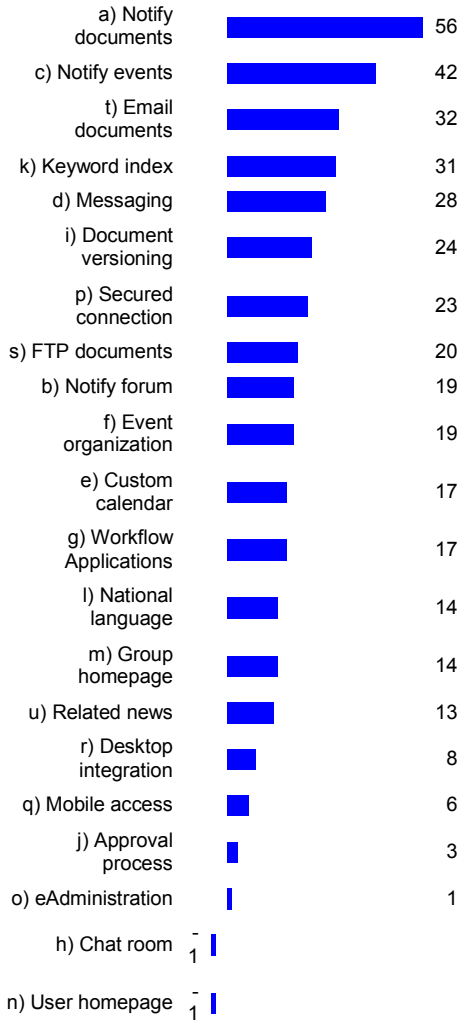
Support/Service	Points	Users(n)	Avg.Pts./User	Deviation
a) Training	19	34	0.56	0.99
b) Workshop	24	35	0.69	0.87
c) Phone Support	5	35	0.14	0.77
d) Email Support	41	36	1.14	0.68
e) Web Support	31	37	0.84	0.60
f) eLearing	24	35	0.69	0.76
g) Conversion	19	33	0.58	0.61
h) Web space	17	32	0.53	0.98



Q3.17 Importance of future enhancements

Answers by a selection list of the degree of satisfaction for each question.
The result is ordered by the sum of points for each question.
Answers and points: very important=+2, important=+1, neutral=0, unimportant=-1, very unimportant=-2

Enhancement	Points	Users(n)	Avg.Pts./User	Deviation
a) Notify documents	56	43	1.30	0.77
c) Notify events	42	43	0.98	0.67
t) Email documents	32	36	0.89	0.71
k) Keyword index	31	35	0.89	0.76
d) Messaging	28	40	0.70	0.72
i) Document versioning	24	38	0.63	0.88
p) Secured connection	23	30	0.77	0.94
s) FTP documents	20	31	0.65	0.66
b) Notify forum	19	40	0.48	1.11
f) Event organization	19	34	0.56	0.75
e) Custom calendar	17	35	0.49	0.82
g) Workflow Applications	17	31	0.55	0.85
l) National language	14	36	0.39	0.90
m) Group homepage	14	33	0.42	0.83
u) Related news	13	35	0.37	0.88
r) Desktop integration	8	27	0.30	0.78
q) Mobile access	6	30	0.20	1.03
j) Approval process	3	20	0.15	0.59
o) eAdministration	1	25	0.04	0.84
h) Chat room	-1	31	-0.03	0.75
n) User homepage	-1	30	-0.03	0.76



Q3.18 What one thing would you change about this IS?

Answers
On the beginning of homepage of the ICPDR I would public information about important characteristics of the Danube and a map of the Danube river basin with all countries.
Having in mind that I'm a resent user of the IS, a need more time to explore to be able to answer this question
The improvement of the participation of country representatives and experts in IS actualization is necessary

Q3.19 Any further comments

Answers
too much information about too many things, too much possibilities. I am not capable to make a selection and I am afraid I am not the only one. My opinion and evaluation is based on rare experiences.
To my mind the internal area is very well designed for experts/internal users, but I can imagine that the public area is hard to handle for persons who are not insiders. Public users - I imagine - have certainly more general questions, not so much administrative ones (organisations, tasks, groups ...) but simple ones about the Danube, the discharge, emissions in general, disasters of the past etc. Of course most of these subjects can be found somewhere inside the folders; for insiders it’s quite easy but take an uninformed test person with simple questions ....the design of the public area could be made more attractive, with key words of general interest, easier structured and it’s the public who is not surveyed now!
Allow as large flexibility in using this IS as possible, i.e. do not expect that users will use it the same way or that they should be forced to use it the same way or with the same frequency
I would look forward to some information on level of national PIACs

Individual Results

Survey participation by user

This table shows each user and the date when he or she submitted the survey results. Additionally, total hits (since February 2002) and last login date are given as an indicator of activity within the system.

User	Hits	Last Access	Part1	Part2	Part3	CC	Groups
ADAMKOVÁ Juliana	359	27-SEP-02	22-JUL-02	23-JUL-02	22-JUL-02	SK	MLIM_EG
ANDELIC Naida	45	05-FEB-02	-	-	-	BA	MLIM_EG
BABIAKOVA Gabriela	45	20-JUN-02	-	-	-	SK	RBM_EG
BARTH Friedrich	0	-	-	-	-	EU	EG_CHAIR_EXT1, RBM_EG
BARTKOVA Eleonora	0	-	-	-	-	SK	HOD_EXT1, RBM_EG
BAT Marjan	129	19-SEP-02	28-AUG-02	02-SEP-02	28-AUG-02	SI	RBM_GIS_ESG
BEDJANIC Matjaz	19	14-FEB-02	-	-	-	SI	ECO_EG
BELOUS Tatiana	52	10-SEP-02	06-SEP-02	10-SEP-02	-	MD	DRP_SURVEY
BENIC Natasa	114	20-MAY-02	-	-	-	HR	RBM_GIS_ESG
BERNARDOVÁ Ilja	71	02-SEP-02	27-JUN-02	-	27-JUN-02	CZ	MLIM_EG
BEYER Knut	183	02-AUG-02	-	-	-	DE	EG_CHAIR_EXT1, RBM_EG, S_EG
BEYL Rüdiger	11	14-FEB-02	-	-	-	DE	DRP_SURVEY
BEZDROB Aida	0	-	-	-	-	BA	APC_EG, DRP_SURVEY
BIONDIC Danko	0	-	-	-	-	HR	RBM_EG
BIZA Pavel	220	24-SEP-02	11-JUL-02	11-JUL-02	11-JUL-02	CZ	APC_EG, DRP_SURVEY
BLÖCH Helmut	0	-	-	-	-	EU	EG_CHAIR_EXT1, RBM_EG
BRICELJ Mitja	14	03-SEP-02	30-AUG-02	-	-	SI	HOD, HOD_EXT1
BRUNNER Bernhard	158	28-AUG-02	11-JUL-02	18-JUL-02	11-JUL-02	DE	APC_EG, DRP_SURVEY
BUSSKAMP Ralf	99	28-AUG-02	-	28-AUG-02	04-SEP-02	DE	RBM_GIS_ESG
BUZÁS Zsuzsa	169	09-JUL-02	27-JUN-02	-	27-JUN-02	HU	RBM_EG
CELAC Diana	30	23-SEP-02	25-SEP-02	-	25-SEP-02	MD	APC_EG, EMIS_EG, HOD_EXT1, S_EG
CERAR Karmen	131	19-SEP-02	-	-	-	HR	RBM_EG
CERO Mehmed	0	-	-	-	-	BA	DISTRIBUTION, OTHER_PART_STATES_EXT1
CHIRIAC Gabriel	0	-	28-JUN-02	-	28-JUN-02	RO	MLIM_EG
CONSTANTIN George	9	05-APR-02	-	-	-	RO	HOD_EXT1
CONSTANTINESCU Teodor Lucian	70	10-MAY-02	09-SEP-02	-	09-SEP-02	RO	EMIS_EG
CUNICIAN Ludmila	40	12-APR-02	-	-	-	MD	MLIM_EG
DEMMLER Georg	28	15-MAY-02	-	-	-	DE	MLIM_EG
DIMITROV Dobri	185	26-SEP-02	11-JUN-02	13-JUN-02	11-JUN-02	BG	APC_EG, DRP_SURVEY
DUCA Gheorghe	0	-	-	-	-	MD	HOD, HOD_EXT1
DVORAK Vaclav	131	15-SEP-02	19-AUG-02	15-SEP-02	19-AUG-02	CZ	RBM_EG
FABIANOVA Marcela	2,868	27-SEP-02	05-JUN-02	06-MAY-02	05-JUN-02	-	DRP_TEAM, EDIT_EVENTS
FAERGEMANN Henriette	184	20-SEP-02	-	-	-	EU	HOD_EXT1
FLAJSMAN Emil	31	17-SEP-02	28-AUG-02	03-SEP-02	28-AUG-02	HR	ECO_EG
FLECKSEDER Hellmut	366	06-SEP-02	23-AUG-02	30-AUG-02	23-AUG-02	AT	RBM_EG
GALAMBOS Mária	0	-	-	-	-	HU	HOD_EXT1, S_EG
GAVRIC Mihajlo	0	-	-	-	-	YU	MLIM_EG
GEISBACHER Daniel	355	24-SEP-02	23-AUG-02	22-AUG-02	23-AUG-02	SK	APC_EG, DRP_SURVEY
GEORGIEV Valeri	6	02-SEP-02	-	-	-	BG	ECO_EG
GEORGIEVA Manoela	0	-	-	-	-	BG	HOD, HOD_EXT1
GERES Dragutin	0	-	-	-	-	HR	RBM_EG

GLADCHII Viorica	0	-	-	-	-	MD	DRP_SURVEY
GLUMBIC Borivoj	385	07-JUN-02	-	-	-	HR	DRP_SURVEY
GRBOVIC Jasna	67	01-JUL-02	-	-	-	SI	DRP_SURVEY
GRODZINSKI Michael	0	-	-	-	-	UA	DRP_SURVEY
GRUBER Doris	682	20-SEP-02	18-JUL-02	23-JUL-02	18-JUL-02	AT	RBM_EG_TE, RBM_GIS_ESG
HADZIABDIC Andja	19	19-SEP-02	17-SEP-02	19-SEP-02	-	BA	EMIS_EG
HAK Nena	113	30-SEP-02	-	-	-	HR	APC_EG, DRP_SURVEY
HOLLÓ Gyula	0	-	-	-	-	HU	HOD, HOD_EXT1, RBM_EG
HOLZWARTH Fritz	3	05-FEB-02	-	-	-	DE	HOD, HOD_EXT1
IGNJATOVIC Jovanka	432	03-OCT-02	20-AUG-02	22-AUG-02	20-AUG-02	YU	APC_EG, DRP_SURVEY
JAKSIC Borislav	0	-	-	-	-	BA	DISTRIBUTION, MLIM_EG, OTHER_PART_STATES_EXT1, RBM_EG
JANAK Milan	113	16-SEP-02	11-SEP-02	16-SEP-02	11-SEP-02	SK	ECO_EG
JEDLITSCHKA Jens	0	-	-	-	14-JUN-02	DE	HOD_EXT1, RBM_EG
JELINEK Gabriella	267	20-SEP-02	05-SEP-02	-	05-SEP-02	HU	RBM_GIS_ESG
JULA Graziella	50	05-SEP-02	-	-	-	RO	ECO_EG
JURAN Stanislav	107	13-SEP-02	02-SEP-02	-	02-SEP-02	CZ	EMIS_EG
KINKOR Jaroslav	16	22-MAY-02	-	-	-	CZ	HOD, HOD_EXT1
KISS Ildiko	114	02-OCT-02	-	-	-	HU	MLIM_EG
KLINDOVA Adriana	18	04-SEP-02	30-AUG-02	-	30-AUG-02	SK	ECO_EG
KOLLER-KREIMEL Veronika	111	18-SEP-02	-	-	-	AT	JDS_TEAM, MLIM_EG
KORAC-MEHMEDOVIC Azra	0	-	05-SEP-02	-	-	BA	ECO_EG
KOREN Stanka	96	05-SEP-02	30-AUG-02	05-SEP-02	02-SEP-02	SI	RBM_EG
KOUYUMDZHIEV Nikolai	0	-	-	-	-	BG	EMIS_EG, HOD_EXT1, RBM_EG, RBM_GIS_ESG
KOVACS Peter	57	21-AUG-02	21-AUG-02	21-AUG-02	20-AUG-02	HU	RBM_EG
KRAIER Wolfgang	116	03-SEP-02	-	-	19-AUG-02	DE	ECO_EG
KUPEC Petr	62	30-SEP-02	03-SEP-02	-	03-SEP-02	CZ	ECO_EG
LISKA Igor	2,367	03-OCT-02	05-JUN-02	04-JUN-02	05-JUN-02	-	EDIT_EVENTS, ICPDR_PS, ICPDR_PS_TEXP, JDS_TEAM
LITERÁTHY Peter	122	02-JUL-02	-	-	-	HU	JDS_TEAM, MLIM_EG
LUKSIC Mojca	68	04-SEP-02	-	-	-	HR	ECO_EG
LÁSZLÓ Ferenc	13	26-JUN-02	-	-	-	HU	JDS_TEAM, MLIM_EG
MAGYAR Gábor	88	07-MAY-02	-	-	-	HU	ECO_EG, EG_CHAIR_EXT1
MAKOVINSKA Jarmila	69	19-APR-02	-	-	-	SK	MLIM_EG
MAKVIC Zeljko	31	24-SEP-02	-	-	-	HR	APC_EG, DRP_SURVEY
MARTINOVIC-VITANOVIC Vesna	55	30-AUG-02	30-AUG-02	30-AUG-02	30-AUG-02	YU	DRP_SURVEY
MATOZ Helena	22	05-FEB-02	04-SEP-02	-	-	SI	RBM_EG
MATUSKA Milan	22	15-AUG-02	-	-	-	SK	HOD, HOD_EXT1, MLIM_EG, RBM_EG
MELIAN Ruslan	0	-	-	-	-	MD	RBM_GIS_ESG
MILUTINOVIC Borisav Stevan	644	19-SEP-02	03-SEP-02	12-SEP-02	03-SEP-02	YU	RBM_GIS_ESG
MINARIK Boris	142	26-SEP-02	-	-	03-SEP-02	SK	RBM_EG
MLINAR Jurij	320	30-SEP-02	02-SEP-02	03-SEP-02	02-SEP-02	SI	RBM_GIS_ESG
MOLLOV Michail	74	20-AUG-02	18-JUN-02	20-AUG-02	18-JUN-02	BG	MLIM_EG
MOTLOVÁ Martina	0	-	-	-	-	CZ	DRP_SURVEY
MOVCHAN Natalia	0	-	-	-	-	UA	RBM_EG, RBM_GIS_ESG
MOVCHAN Yaroslav	0	-	-	-	-	UA	DISTRIBUTION, OTHER_PART_STATES_EXT1
MÜLLER Steffen	4	30-APR-02	-	-	-	DE	RBM_GIS_ESG
NEDVEDOVA Doubravka	306	21-JUN-02	19-JUN-02	21-JUN-02	19-JUN-02	CZ	HOD_EXT1, S_EG

NÜRNBERGER Michael	0	-	-	-	-	AT	RBM_EG
OMERBEGOVIC Visnja	87	17-SEP-02	02-JUL-02	02-JUL-02	02-JUL-02	HR	RBM_GIS_ESG
OSTOJIC Zeljko	0	-	-	-	-	HR	HOD, HOD_EXT1
PANA-CARP Silvia	44	13-FEB-02	-	-	-	MD	ECO_EG, MLIM_EG
PETKOVIC Slobodan	0	-	30-SEP-02	-	-	YU	RBM_EG
PINTÉR György	620	30-SEP-02	30-AUG-02	30-AUG-02	30-AUG-02	HU	APC_EG, DRP_SURVEY
POLAJNAR Janez	220	30-SEP-02	14-JUN-02	03-SEP-02	14-JUN-02	SI	APC_EG, DRP_SURVEY
POPESCU Liviu M.	98	04-OCT-02	-	28-JUN-02	-	RO	EG_CHAIR_EXT1, MLIM_EG
POPOVICI Mihaela	252	30-SEP-02	20-AUG-02	-	20-AUG-02	-	EDIT_EVENTS, EMIS_EG, ICPDR_PS, ICPDR_PS_TEXP
RAUCHBÜCHL Alfred	0	-	-	-	-	AT	MLIM_EG
REMENÁROVÁ Darina	4	19-JUN-02	19-JUN-02	19-JUN-02	19-JUN-02	CZ	MLIM_EG
RINDASU Sorin	6	03-SEP-02	16-JUL-02	-	16-JUL-02	RO	RBM_GIS_ESG
SAVOVIC Ljubisa	173	25-JUN-02	-	-	-	BA	RBM_GIS_ESG
SCHMEDTJE Ursula	1,859	05-SEP-02	-	-	23-SEP-02	-	EDIT_EVENTS, ICPDR_PS, ICPDR_PS_TEXP
SCHÜSSLER Katharina	162	11-SEP-02	-	-	19-AUG-02	AT	ECO_EG
SENGL Manfred	147	30-JUL-02	-	-	-	DE	MLIM_EG
SERBAN Petru	16	09-MAY-02	09-SEP-02	-	09-SEP-02	RO	RBM_EG
SEREDA Kyryl	0	-	-	-	-	UA	DRP_SURVEY
SIGMUND Gerhard	64	04-MAR-02	-	-	-	AT	ECO_EG, EG_CHAIR_EXT1
SIRAC Sinisa	0	-	09-SEP-02	-	09-SEP-02	HR	MLIM_EG
SOKOL Jan	0	-	-	-	-	CZ	RBM_EG
SOVJAKOVA Eva	114	11-SEP-02	06-SEP-02	06-SEP-02	05-SEP-02	CZ	RBM_GIS_ESG
SPASOJEVIC Miroslav	29	15-MAR-02	-	-	-	YU	DISTRIBUTION, ECO_EG, OTHER_PART_STATES_EXT1, RBM_EG_TE
STADIU Florin	0	-	-	-	-	RO	HOD, HOD_EXT1
STADLER Richard	116	24-SEP-02	-	-	-	AT	APC_EG, HOD_EXT1, MLIM_EG, RBM_EG, S_EG
STALZER Wolfgang	0	-	-	-	-	AT	HOD, HOD_EXT1
STEINDL Zsuzsa	99	30-SEP-02	30-AUG-02	02-SEP-02	30-AUG-02	HU	EMIS_EG, HOD_EXT1
STETSENKO Mykola	0	-	-	-	-	UA	DISTRIBUTION, OTHER_PART_STATES_EXT1
STRATENWERTH Thomas	20	27-AUG-02	-	-	-	DE	HOD_EXT1
SURMANOVIC Dagmar	423	23-SEP-02	02-SEP-02	02-SEP-02	02-SEP-02	HR	MLIM_EG
TOMAžEVIć Erna	0	-	26-SEP-02	-	-	SI	EMIS_EG
VARDUCA Aurel	0	-	-	-	-	RO	APC_EG, EG_CHAIR_EXT1, MLIM_EG
VEREMIYCHIK George	40	23-APR-02	-	-	-	UA	MLIM_EG
VERSTRYNGE Jean-Francois	0	-	-	-	-	EU	HOD, HOD_EXT1
VOGL Charlotte	0	-	-	-	-	AT	RBM_EG
VYDARENY Milan	134	04-SEP-02	03-SEP-02	04-SEP-02	03-SEP-02	SK	RBM_GIS_ESG
WINKELMANN-OEI Gerhard	51	19-JUL-02	-	-	-	DE	APC_EG, EG_CHAIR_EXT1
ZUPAN Martina	112	28-AUG-02	28-AUG-02	28-AUG-02	28-AUG-02	SI	MLIM_EG
ÜBERWIMMER Franz	83	06-AUG-02	-	-	30-AUG-02	AT	EMIS_EG

Hardware Equipment Priority List 1

Highest priority (1)
Completly out-dated, (nearly) unusable systems, most parameters below recommended mimimum configuration
Minimum Configuration: Exclusive access | Monitor: >15" | Processor: 500 MHz | RAM: 128 MB | Harddisk: 5 GB | Screen Resolution: >800x600 pixel | Colors: >16256 | Operating System: >Windows95

Country	User	Email domain	Current configuration	Remarks	Planned Purchase
BG	MOLLOV Michail	@nfp-bg.eionet.eu.int	Exclusive Desktop, 75MHz, 16MB RAM, 1GB HD, 17" Monitor, black/white inkjet printer, Windows 95	-	No
CZ	BERNARDOVÁ Ilja	@post.cz	Exclusive Desktop, 133MHz, 32MB RAM, 0GB HD, 17" Monitor, color inkjet/bubblejet printer, Windows 98	-	-
HU	BUZÁS Zsuzsa	@mail.ktm.hu	Exclusive Desktop, 200MHz, 64MB RAM, 2GB HD, 15" Monitor, black/white inkjet printer, Windows NT SP6	-	not known
HU	PINTÉR György	@vituki.hu	Shared Desktop, 166MHz, 40MB RAM, 3GB HD, 17" Monitor, black/white laser printer, Windows 95 OSR2	-	Uncertain
MD	CELAC Diana	@mediu.moldova.md	Shared Desktop, 100MHz, 16MB RAM, 0GB HD, 15" Monitor, black/white inkjet printer, Windows 95	-	no
RO	SERBAN Petru	@ape.rowater.ro	Shared Desktop, 133MHz, 32MB RAM, 4GB HD, 17" Monitor, color inkjet/bubblejet printer, Windows 98	-	none
RO	CONSTANTINESCU Teodor Lucian	@ape.rowater.ro	Shared Desktop, 133MHz, 32MB RAM, 4GB HD, 17" Monitor, color inkjet/bubblejet printer, Windows 98	-	none
SK	KLINDOVA Adriana	@enviro.gov.sk	Exclusive Desktop, 200MHz, 32MB RAM, 1GB HD, 14" Monitor, black/white laser printer, Windows 95	-	No
SK	GEISBACHER Daniel	@sizp.sk	Exclusive Desktop, 200MHz, 64MB RAM, 2GB HD, 17" Monitor, color inkjet/bubblejet printer, Windows 98 SE	provided by Nadezda Skodova	probably yes
YU	PETKOVIC Slobodan	@uzzpro.sr.gov.yu	Exclusive Desktop, 200MHz, 64MB RAM, 4GB HD, 15" Monitor, black/white needle printer, Windows 98	not user yet	none

Hardware Equipment Priority List 2

High priority (2)
Out-dated systems, some parameters below recommended minimum configuration

Country	User	Email domain	Current configuration	Remarks	Planned Purchase
CZ	NEDVEDOVA Doubravka	@env.cz	Exclusive Desktop, 400MHz, 64MB RAM, 4GB HD, 17" Monitor, black/white laser printer, Windows 98	-	no
CZ	DVORAK Vaclav	@env.cz	Exclusive Desktop, 450MHz, 63MB RAM, 4GB HD, 17" Monitor, black/white laser printer, Windows 98	-	None
HR	SURMANOVIC Dagmar	@voda.hr	Exclusive Desktop, 400MHz, 64MB RAM, 9GB HD, 15" Monitor, black/white laser printer, Windows 98 SE	-	no
HR	SIRAC Sinisa	@voda.hr	Exclusive Desktop, 398MHz, 64MB RAM, 4GB HD, 15" Monitor, black/white laser printer, Windows NT SP5	-	no
HR	OMERBEGOVIC Visnja	@voda.hr	Shared Desktop, 450MHz, 256MB RAM, 0GB HD, 21" Monitor, black/white laser printer, Windows NT	same for all users of Croatian Waters	1 month
HU	JELINEK Gabriella	@kovim.hu	Shared Desktop, 350MHz, 128MB RAM, 4GB HD, 14" Monitor, unknown printer, unknown	-	I would like my monitor to be replaced.
HU	STEINDL Zsuzsa	@mail.ktm.hu	None Desktop, 365MHz, 64MB RAM, 4GB HD, 17" Monitor, black/white laser printer, Windows NT SP6	-	unknown
SI	TOMAžEVIć Erna	@gov.si	Exclusive Desktop, 350MHz, 128MB RAM, 4GB HD, 17" Monitor, black/white laser printer, Windows 98	-	none
SI	MATOZ Helena	@gov.si	Exclusive Desktop, 350MHz, 64MB RAM, 4GB HD, 17" Monitor, black/white laser printer, Windows 98	-	NO

Hardware Equipment Priority List 3

Medium priority (3)
non-optimal system with one parameter below minimum configuration (or shared PC)

Country	User	Email domain	Current configuration	Remarks	Planned Purchase
BA	HADZIABDIC Andja	@bih.net.ba	Exclusive None, 500MHz, 64MB RAM, 8GB HD, " Monitor, other printer, Windows 98 SE	incomplete info	none
BA	KORAC-MEHMEDOVIC Azra	@bih.net.ba, ekosef@bih.net.ba	Shared Desktop, 633MHz, 128MB RAM, 10GB HD, 15" Monitor, black/white laser printer, Windows 98 SE	-	no planned
BG	DIMITROV Dobri	@meteo.bg	Exclusive Laptop, 600MHz, 128MB RAM, 2GB HD, 15" Monitor, color inkjet/bubblejet printer, Windows 2000	-	No
CZ	BIZA Pavel	@povodi.cz	Exclusive Desktop, 400MHz, 128MB RAM, 17GB HD, 17" Monitor, color inkjet/bubblejet printer, Windows 98 SE	-	---
RO	CHIRIAC Gabriel	@pcnet.pcnet.ro	Exclusive Desktop, 501MHz, 64MB RAM, 19GB HD, 17" Monitor, color inkjet/bubblejet printer, Windows Me	survey also from O. Dumitrescu and C. Hamchevici	-
SI	POLAJNAR Janez	@rzs-hm.si	Shared Desktop, 500MHz, 127MB RAM, 8GB HD, 17" Monitor, color inkjet/bubblejet printer, Windows 2000 SP1	-	-
SK	ADAMKOVÁ Juliana	@shmu.sk	Exclusive Desktop, 933MHz, 64MB RAM, GB HD, 15" Monitor, black/white laser printer, Windows 98	-	no
YU	MILUTINOVIC Borisav Stevan	@beoland.co.yu, borisav@beotel.yu	Shared Desktop, 866MHz, 256MB RAM, 4GB HD, 17" Monitor, black/white laser printer, Windows 2000	-	NO
YU	MARTINOVIC-VITANOVIC Vesna	@ibiss.bg.ac.yu	Exclusive Desktop, 700MHz, 128MB RAM, 19GB HD, 15" Monitor, black/white laser printer, Windows 98 SE	new monitor recommended	None

Hardware Equipment Priority List 4

Low priority (4)
Average systems with parameters above recommended minimum configuration, will become out-dated within 2 years

Country	User	Email domain	Current configuration	Remarks	Planned Purchase
CZ	REMENÁROVÁ Darina	@chmi.cz	Exclusive Desktop, 505MHz, 128MB RAM, 4GB HD, 19" Monitor, black/white laser printer, Windows NT	-	-
CZ	KUPEC Petr	@seznam.cz	Exclusive Desktop, 0MHz, 128MB RAM, 16GB HD, 17" Monitor, unknown printer, Windows 98	incomplete info	-
HR	FLAJSMAN Emil	@voda.hr	Shared Desktop, 1100MHz, 128MB RAM, 20GB HD, 17" Monitor, black/white laser printer, Windows XP	-	-
HU	KOVACS Peter	@mail.ktm.hu	Exclusive Desktop, 733MHz, 128MB RAM, 19GB HD, 17" Monitor, color inkjet/bubblejet printer, Windows 98 SE	-	-
RO	RINDASU Sorin	@ape.rowater.ro	Shared Desktop, 800MHz, 128MB RAM, 27GB HD, 19" Monitor, black/white laser printer, Windows ME	-	yes, 2 computers from National Dispatch of Romanian Water Authority (PENTIUM IV CPU 1,6 GHz, 128MB RAM, HDD 40 Gb)
SI	BAT Marjan	@gov.si	Exclusive Desktop, 730MHz, 128MB RAM, 9GB HD, 21" Monitor, color inkjet/bubblejet printer, Windows 2000 SP1	-	-
SI	BRICELJ Mitja	@gov.si	Shared Desktop, 1000MHz, 256MB RAM, 2GB HD, 17" Monitor, black/white laser printer, Windows 2000	-	none
SI	KOREN Stanka	@gov.si	Exclusive Desktop, 667MHz, 128MB RAM, 10GB HD, 17" Monitor, black/white laser printer, Windows 98	-	new machine
YU	IGNJATOVIC Jovanka	@meteo.yu	Exclusive Desktop, 600MHz, 128MB RAM, 20GB HD, 17" Monitor, black/white laser printer, Windows 2000	-	none

Hardware Equipment Priority List 5

Lowest priority (5)
Good systems with all parameters well above recommended minimum configuration

Country	User	Email domain	Current configuration	Remarks	Planned Purchase
CZ	JURAN Stanislav	@atlas.cz	Exclusive Desktop, 1000MHz, 128MB RAM, 20GB HD, 17" Monitor, black/white inkjet printer, Windows 2000	-	no
CZ	SOVJAKOVA Eva	@env.cz	Exclusive Desktop, 500MHz, 255MB RAM, 19GB HD, 17" Monitor, black/white laser printer, Windows 98	clock speed n/a, has new PC	----
SI	MLINAR Jurij	@gov.si	Exclusive Desktop, 927MHz, 128MB RAM, 9GB HD, 19" Monitor, black/white laser printer, Windows 2000 SP2	-	-
SK	VYDARENY Milan	@shmu.sk	Exclusive Desktop, 999MHz, 256MB RAM, 28GB HD, 21" Monitor, color inkjet/bubblejet printer, Windows NT SP6	-	250 EUR
SK	JANAK Milan	@sopsr.sk	Exclusive Desktop, 800MHz, 128MB RAM, 19GB HD, 19" Monitor, black/white laser printer, Windows 98	-	No

Hardware Equipment Reference List

Reference values (users in Germany, Austria, Permanent Secretariat, Danube Regional Project)

Country	User	Email domain	Current configuration	Remarks
AT	FLECKSEDER Hellmut	@bmlf.gv.at	Exclusive Desktop, 996MHz, 256MB RAM, 19GB HD, 17" Monitor, black/white laser printer, Windows NT	-
AT	GRUBER Doris	@ubavie.gv.at	Shared Desktop, 1544MHz, 512MB RAM, 19GB HD, 21" Monitor, no printer printer, Windows 2000 SP2	-
DE	BRUNNER Bernhard	@stmlu.bayern.de	Exclusive Desktop, 233MHz, 128MB RAM, 2GB HD, 17" Monitor, black/white laser printer, Windows NT	-
SI	ZUPAN Martina	@rzs-hm.si	Exclusive Desktop, MHz, MB RAM, GB HD, 17" Monitor, black/white laser printer,	-
-	HÖBART Alex	@unvienna.org	Exclusive Desktop, 1000MHz, 512MB RAM, 18GB HD, 19" Monitor, black/white laser printer, Windows NT	-
-	LISKA Igor	@unvienna.org	Exclusive Desktop, MHz, MB RAM, GB HD, 15" Monitor, color inkjet/bubblejet printer,	-
-	POPOVICI Mihaela	@unvienna.org	Exclusive Desktop, MHz, MB RAM, GB HD, 19" Monitor, color inkjet/bubblejet printer,	-
-	FABIANOVA Marcela	@unvienna.org	Exclusive Desktop, 994MHz, 260MB RAM, 18GB HD, 17" Monitor, black/white laser printer, Windows 2000	-

Hardware Assessment Bosnia&Herzegowina

Email domain =~ organisation,institution

User	Email Domain	Current Configuration	Priority	Remarks	Planned Purchase
ANDELIC Naida	@bih.net.ba	no info	-	-	-
BEZDROB Aida	@bih.net.ba	no info	-	-	-
CERO Mehmed	@bih.net.ba	no info	-	-	-
HADZIABDIC Andja	@bih.net.ba	Exclusive None, 500MHz, 64MB RAM, 8GB HD, " Monitor, other printer, Windows 98 SE	3	incomplete info	none
KORAC-MEHMEDOVIC Azra	@bih.net.ba, ekosef@bih.net.ba	Shared Desktop, 633MHz, 128MB RAM, 10GB HD, 15" Monitor, black/white laser printer, Windows 98 SE	3	-	no planned
JAKSIC Borislav	@inecco.net	no info	-	-	-
SAVOVIC Ljubisa	@inecco.net, LSavovic@iu-rs.com	no info	-	-	-

Hardware Assessment Bulgaria

Email domain =~ organisation, institution

User	Email Domain	Current Configuration	Priority	Remarks	Planned Purchase
DIMITROV Dobri	@meteo.bg	Exclusive Laptop, 600MHz, 128MB RAM, 2GB HD, 15" Monitor, color inkjet/bubblejet printer, Windows 2000	3	-	No
GEORGIEV Valeri	@moew.government.bg	no info	-	-	-
GEORGIEVA Manoela	@moew.govrn.bg	no info	-	-	-
KOUYUMDZHIEV Nikolai	@moew.govrn.bg	no info	-	-	-
MOLLOV Michail	@nfp-bg.eionet.eu.int	Exclusive Desktop, 75MHz, 16MB RAM, 1GB HD, 17" Monitor, black/white inkjet printer, Windows 95	1	-	No

Hardware Assessment Czech Republic

Email domain =~ organisation, institution

User	Email Domain	Current Configuration	Priority	Remarks	Planned Purchase
JURAN Stanislav	@atlas.cz	Exclusive Desktop, 1000MHz, 128MB RAM, 20GB HD, 17" Monitor, black/white inkjet printer, Windows 2000	5	-	no
REMENÁROVÁ Darina	@chmi.cz	Exclusive Desktop, 505MHz, 128MB RAM, 4GB HD, 19" Monitor, black/white laser printer, Windows NT	4	-	-
DVORAK Vaclav	@env.cz	Exclusive Desktop, 450MHz, 63MB RAM, 4GB HD, 17" Monitor, black/white laser printer, Windows 98	2	-	None
KINKOR Jaroslav	@env.cz	no info	-	-	-
MOTLOVÁ Martina	@env.cz	no info	-	-	-
NEDVEDOVA Doubravka	@env.cz	Exclusive Desktop, 400MHz, 64MB RAM, 4GB HD, 17" Monitor, black/white laser printer, Windows 98	2	-	no
SOVJAKOVA Eva	@env.cz	Exclusive Desktop, 500MHz, 255MB RAM, 19GB HD, 17" Monitor, black/white laser printer, Windows 98	5	clock speed n/a, has new PC	----
SOKOL Jan	@mze.cz	no info	-	-	-
BERNARDOVÁ Ilja	@post.cz	Exclusive Desktop, 133MHz, 32MB RAM, 0GB HD, 17" Monitor, color inkjet/bubblejet printer, Windows 98	1	-	-
BIZA Pavel	@povodi.cz	Exclusive Desktop, 400MHz, 128MB RAM, 17GB HD, 17" Monitor, color inkjet/bubblejet printer, Windows 98 SE	3	-	---
KUPEC Petr	@seznam.cz	Exclusive Desktop, 0MHz, 128MB RAM, 16GB HD, 17" Monitor, unknown printer, Windows 98	4	incomplete info	-

Hardware Assessment Croatia

Email domain =~ organisation, institution

User	Email Domain	Current Configuration	Priority	Remarks	Planned Purchase
GLUMBIC Borivoj	@bj.tel.hr	no info	0	not involved anymore	-
BIONDIC Danko	@voda.hr	no info	-	-	-
FLAJSMAN Emil	@voda.hr	Shared Desktop, 1100MHz, 128MB RAM, 20GB HD, 17" Monitor, black/white laser printer, Windows XP	4	-	-
GERES Dragutin	@voda.hr	no info	-	-	-
HAK Nena	@voda.hr	no info	-	-	-
MAKVIC Zeljko	@voda.hr	no info	-	-	-
OMERBEGOVIC Visnja	@voda.hr	Shared Desktop, 450MHz, 256MB RAM, 0GB HD, 21" Monitor, black/white laser printer, Windows NT	2	same for all users of Croatian Waters	1 month
SIRAC Sinisa	@voda.hr	Exclusive Desktop, 398MHz, 64MB RAM, 4GB HD, 15" Monitor, black/white laser printer, Windows NT SP5	2	-	no
SURMANOVIC Dagmar	@voda.hr	Exclusive Desktop, 400MHz, 64MB RAM, 9GB HD, 15" Monitor, black/white laser printer, Windows 98 SE	2	-	no
BENIC Natasa	@zg.hinet.hr	no info	-	-	-
LUKSIC Mojca	@zg.hinet.hr	no info	3	"As we are all connected on one and same system, network, information which you received from VISNJA OMERBEGOVIC is valid for all Croatians. Only, exception may be MR. EMIL FLAJSMAN."	-
CERAR Karmen	@zg.tel.hr	no info	-	-	-
OSTOJIC Zeljko	@zg.tel.hr	no info	-	-	-

Hardware Assessment Hungary

Email domain =~ organisation, institution

User	Email Domain	Current Configuration	Priority	Remarks	Planned Purchase
HOLLÓ Gyula	@kovim.gov.hu	no info	-	-	-
JELINEK Gabriella	@kovim.hu	Shared Desktop, 350MHz, 128MB RAM, 4GB HD, 14" Monitor, unknown printer, unknown	2	-	
BUZÁS Zsuzsa	@mail.ktm.hu	Exclusive Desktop, 200MHz, 64MB RAM, 2GB HD, 15" Monitor, black/white inkjet printer, Windows NT SP6	1	-	not known
GALAMBOS Mária	@mail.ktm.hu	no info	-	-	-
KISS Ildiko	@mail.ktm.hu	no info	-	-	-
KOVACS Peter	@mail.ktm.hu	Exclusive Desktop, 733MHz, 128MB RAM, 19GB HD, 17" Monitor, color inkjet/bubblejet printer, Windows 98 SE	4	-	-
STEINDL Zsuzsa	@mail.ktm.hu	None Desktop, 365MHz, 64MB RAM, 4GB HD, 17" Monitor, black/white laser printer, Windows NT SP6	2	-	unknown
MAGYAR Gábor	@mail2.ktm.hu	no info	-	-	-
LITERÁTHY Peter	@vituki.hu	no info	-	-	-
LÁSZLÓ Ferenc	@vituki.hu	no info	-	-	-
PINTÉR György	@vituki.hu	Shared Desktop, 166MHz, 40MB RAM, 3GB HD, 17" Monitor, black/white laser printer, Windows 95 OSR2	1	-	Uncertain

Hardware Assessment Moldova

Email domain =~ organisation, institution

User	Email Domain	Current Configuration	Priority	Remarks	Planned Purchase
MELIAN Ruslan	@acva.md	no info	0	not involved anymore	-
CUNICIAN Ludmila	@hidromet.meteo.md	no info	-	-	-
BELOUS Tatiana	@hotmail.com	Exclusive Desktop, MHz, MB RAM, GB HD, 17" Monitor, black/white laser printer,	0	incomplete info, not involved anymore	none
CELAC Diana	@mediu.moldova.md	Shared Desktop, 100MHz, 16MB RAM, 0GB HD, 15" Monitor, black/white inkjet printer, Windows 95	1	-	no
PANA-CARP Silvia	@mediu.moldova.md	no info	-	-	-
DUCA Gheorghe	@moldova.md	no info	-	-	-
GLADCHII Viorica	@moldova.md	no info	0	not involved anymore	-

Hardware Assessment Romania

Email domain =~ organisation, institution

User	Email Domain	Current Configuration	Priority	Remarks	Planned Purchase
POPESCU Liviu M.	@ICIM.RO	no info	-	-	-
CONSTANTINESCU Teodor Lucian	@ape.rowater.ro	Shared Desktop, 133MHz, 32MB RAM, 4GB HD, 17" Monitor, color inkjet/bubblejet printer, Windows 98	1	-	none
JULA Graziella	@ape.rowater.ro	no info	-	-	-
RINDASU Sorin	@ape.rowater.ro	Shared Desktop, 800MHz, 128MB RAM, 27GB HD, 19" Monitor, black/white laser printer, Windows ME	4	-	yes, 2 computers from National Dispatch of Romanian Water Authority (PENTIUM IV CPU 1,6 GHz, 128MB RAM, HDD 40 Gb)
SERBAN Petru	@ape.rowater.ro	Shared Desktop, 133MHz, 32MB RAM, 4GB HD, 17" Monitor, color inkjet/bubblejet printer, Windows 98	1	-	none
CONSTANTIN George	@mappm.ro	no info	-	-	-
STADIU Florin	@mappm.ro	no info	-	-	-
CHIRIAC Gabriel	@pcnet.pcnet.ro	Exclusive Desktop, 501MHz, 64MB RAM, 19GB HD, 17" Monitor, color inkjet/bubblejet printer, Windows Me	3	survey also from O. Dumitrescu and C. Hamchevici	-
VARDUCA Aurel	@pcnet.pcnet.ro	no info	-	-	-

Hardware Assessment Slovenia

Email domain =~ organisation, institution

User	Email Domain	Current Configuration	Priority	Remarks	Planned Purchase
BAT Marjan	@gov.si	Exclusive Desktop, 730MHz, 128MB RAM, 9GB HD, 21" Monitor, color inkjet/bubblejet printer, Windows 2000 SP1	4	-	-
BRICELJ Mitja	@gov.si	Shared Desktop, 1000MHz, 256MB RAM, 2GB HD, 17" Monitor, black/white laser printer, Windows 2000	4	-	none
KOREN Stanka	@gov.si	Exclusive Desktop, 667MHz, 128MB RAM, 10GB HD, 17" Monitor, black/white laser printer, Windows 98	4	-	new machine
MATOZ Helena	@gov.si	Exclusive Desktop, 350MHz, 64MB RAM, 4GB HD, 17" Monitor, black/white laser printer, Windows 98	2	-	NO
MLINAR Jurij	@gov.si	Exclusive Desktop, 927MHz, 128MB RAM, 9GB HD, 19" Monitor, black/white laser printer, Windows 2000 SP2	5	-	-
TOMAžEVIć Erna	@gov.si	Exclusive Desktop, 350MHz, 128MB RAM, 4GB HD, 17" Monitor, black/white laser printer, Windows 98	2	-	none
BEDJANIC Matjaz	@guest.arnes.si	no info	-	-	-
GRBOVIC Jasna	@rzs-hm.si	no info	0	not involved anymore	-
POLAJNAR Janez	@rzs-hm.si	Shared Desktop, 500MHz, 127MB RAM, 8GB HD, 17" Monitor, color inkjet/bubblejet printer, Windows 2000 SP1	3	-	-
ZUPAN Martina	@rzs-hm.si	Exclusive Desktop, MHz, MB RAM, GB HD, 17" Monitor, black/white laser printer,	-	-	-

Hardware Assessment Slovakia

User	Email Domain	Current Configuration	Priority	Remarks	Planned Purchase
BARTKOVA Eleonora	@enviro.gov.sk	no info	-	-	-
KLINDOVA Adriana	@enviro.gov.sk	Exclusive Desktop, 200MHz, 32MB RAM, 1GB HD, 14" Monitor, black/white laser printer, Windows 95	1	-	No
MATUSKA Milan	@enviro.gov.sk	no info	-	-	-
BABIAKOVA Gabriela	@mail.shmu.sk	no info	-	-	-
ADAMKOVÁ Juliana	@shmu.sk	Exclusive Desktop, 933MHz, 64MB RAM, GB HD, 15" Monitor, black/white laser printer, Windows 98	3	-	no
VYDARENY Milan	@shmu.sk	Exclusive Desktop, 999MHz, 256MB RAM, 28GB HD, 21" Monitor, color inkjet/bubblejet printer, Windows NT SP6	5	-	250 EUR
GEISBACHER Daniel	@sizp.sk	Exclusive Desktop, 200MHz, 64MB RAM, 2GB HD, 17" Monitor, color inkjet/bubblejet printer, Windows 98 SE	1	provided by Nadezda Skodova	probably yes
JANAK Milan	@sopsr.sk	Exclusive Desktop, 800MHz, 128MB RAM, 19GB HD, 19" Monitor, black/white laser printer, Windows 98	5	-	No
MAKOVINSKA Jarmila	@vuvh.sk	no info	-	-	-
MINARIK Boris	@vuzh.sk	no info	-	-	-

Hardware Assessment Ukraine

Email domain =~ organisation, institution

User	Email Domain	Current Configuration	Priority	Remarks	Planned Purchase
MOVCHAN Natalia	@menr.gov.ua	no info	3	results expected by the end of September 2002.	-
VEREMIYCHIK George	@mep.freenet.kiev.ua	no info	-	-	-
GRODZINSKI Michael	@prime.net.ua	no info	0	not involved anymore	-
MOVCHAN Yaroslav	@ukrnet.net	no info	-	-	-
SEREDA Kyryl	@ukrnet.net	no info	-	-	-
STETSENKO Mykola	@ukrnet.net	no info	-	-	-

Hardware Assessment FR Yugoslavia

Email domain =~ organisation, institution

User	Email Domain	Current Configuration	Priority	Remarks	Planned Purchase
MILUTINOVIC Borisav Stevan	@beoland.co.yu, borisav@beotel.yu	Shared Desktop, 866MHz, 256MB RAM, 4GB HD, 17" Monitor, black/white laser printer, Windows 2000	3	-	NO
MARTINOVIC-VITANOVIC Vesna	@ibiss.bg.ac.yu	Exclusive Desktop, 700MHz, 128MB RAM, 19GB HD, 15" Monitor, black/white laser printer, Windows 98 SE	3	new monitor recommended	None
IGNJATOVIC Jovanka	@meteo.yu	Exclusive Desktop, 600MHz, 128MB RAM, 20GB HD, 17" Monitor, black/white laser printer, Windows 2000	4	-	none
PETKOVIC Slobodan	@uzzpro.sr.gov.yu	Exclusive Desktop, 200MHz, 64MB RAM, 4GB HD, 15" Monitor, black/white needle printer, Windows 98	1	not user yet	none
SPASOJEVIC Miroslav	@yahoo.com	no info	-	-	-
GAVRIC Mihajlo	@yuonline.net	no info	0	not involved anymore	-

Part 2: Users with slow internet connections

Results from connection speed test

Country	User	Email Domain	Connection	Tests	Average KB/s	Min. KB/s	Max. KB/s
BA	HADZIABDIC Andja	@bih.net.ba	LAN	6	5.33	3.13	6.36
BG	DIMITROV Dobri	@meteo.bg	LAN	4	2.87	1.51	4.12
BG	MOLLOV Michail	@nfp-bg.eionet.eu.int	DSL	10	5.12	3.17	8.40
HR	FLAJSMAN Emil	@voda.hr	56K modem	3	2.91	2.59	3.13
MD	BELOUS Tatiana	@hotmail.com	33K modem	6	2.71	2.53	2.96
SK	GEISBACHER Daniel	@sizp.sk	LAN	5	2.98	1.55	6.29
SK	ADAMKOVÁ Juliana	@shmu.sk	LAN	6	7.72	3.80	12.46
SK	JANAK Milan	@sopsr.sk	LAN	6	2.64	1.20	4.70
YU	MILUTINOVIC Borisav Stevan	@beoland.co.yu, borisav@beotel.yu	LAN	12	2.27	1.75	3.25
YU	MARTINOVIC-VITANOVIC Vesna	@ibiss.bg.ac.yu	LAN	14	1.96	0.34	5.52

Q3.16a User indicating Training as (very) important

Country	User	Email domain	Importance of Training	Groups
AT	ÜBERWIMMER Franz	@ooe.gv.at	important	EMIS_EG
BG	MOLLOV Michail	@nfp-bg.eionet.eu.int	very important	MLIM_EG
CZ	NEDVEDOVA Doubravka	@env.cz	important	HOD_EXT1, S_EG
CZ	SOVJAKOVA Eva	@env.cz	important	RBM_GIS_ESG
CZ	BIZA Pavel	@povodi.cz	important	APC_EG
MD	CELAC Diana	@mediu.moldova.md	very important	APC_EG, EMIS_EG, HOD_EXT1, S_EG
RO	CONSTANTINESCU Teodor Lucian	@ape.rowater.ro	important	EMIS_EG
RO	RINDASU Sorin	@ape.rowater.ro	very important	RBM_GIS_ESG
RO	SERBAN Petru	@ape.rowater.ro	important	RBM_EG
RO	CHIRIAC Gabriel	@pcnet.pcnet.ro	important	MLIM_EG
SK	KLINDOVA Adriana	@enviro.gov.sk	important	ECO_EG
SK	VYDARENY Milan	@shmu.sk	very important	RBM_GIS_ESG
YU	MILUTINOVIC Borisav Stevan	@beoland.co.yu, borisav@beotel.yu	very important	RBM_GIS_ESG
YU	MARTINOVIC-VITANOVIC Vesna	@ibiss.bg.ac.yu	very important	DRP_SURVEY
YU	IGNJATOVIC Jovanka	@meteo.yu	important	APC_EG
-	FABIANOVA Marcela	@unvienna.org	very important	DRP_TEAM
-	POPOVICI Mihaela	@unvienna.org	important	EMIS_EG, ICPDR_PS, ICPDR_PS_TEXP

Q3.16b User indicating Workshops as (very) important

Country	User	Email domain	Importance of Workshop
AT	ÜBERWIMMER Franz	@ooe.gv.at	important
BG	MOLLOV Michail	@nfp-bg.eionet.eu.int	important
CZ	JURAN Stanislav	@atlas.cz	Very important
CZ	NEDVEDOVA Doubravka	@env.cz	Very important
CZ	BERNARDOVÁ Ilja	@post.cz	important
CZ	BIZA Pavel	@povodi.cz	important
HR	OMERBEGOVIC Visnja	@voda.hr	important
HU	JELINEK Gabriella	@kovim.hu	important
MD	CELAC Diana	@mediu.moldova.md	very important
RO	CONSTANTINESCU Teodor Lucian	@ape.rowater.ro	important
RO	RINDASU Sorin	@ape.rowater.ro	very important
RO	SERBAN Petru	@ape.rowater.ro	important
RO	CHIRIAC Gabriel	@pcnet.pcnet.ro	important
SK	KLINDOVA Adriana	@enviro.gov.sk	important
SK	VYDARENY Milan	@shmu.sk	important
SK	GEISBACHER Daniel	@sizp.sk	important
YU	MILUTINOVIC Borisav Stevan	@beoland.co.yu, borisav@beotel.yu	important
YU	MARTINOVIC-VITANOVIC Vesna	@ibiss.bg.ac.yu	very important
YU	IGNJATOVIC Jovanka	@meteo.yu	important
-	FABIANOVA Marcela	@unvienna.org	very important
-	POPOVICI Mihaela	@unvienna.org	important

Q3.16h Users indicating web space for own (national) presentation as (very) important

Country	User	Email domain	Importance of web space
BG	MOLLOV Michail	@nfp-bg.eionet.eu.int	important
CZ	SOVJAKOVA Eva	@env.cz	very important
CZ	KUPEC Petr	@seznam.cz	important
HU	KOVACS Peter	@mail.ktm.hu	important
RO	CONSTANTINESCU Teodor Lucian	@ape.rowater.ro	important
RO	RINDASU Sorin	@ape.rowater.ro	very important
RO	SERBAN Petru	@ape.rowater.ro	important
RO	CHIRIAC Gabriel	@pcnet.pcnet.ro	very important
SI	POLAJNAR Janez	@rzs-hm.si	important
SI	ZUPAN Martina	@rzs-hm.si	important
SK	VYDARENY Milan	@shmu.sk	important
SK	GEISBACHER Daniel	@sizp.sk	important
YU	MILUTINOVIC Borisav Stevan	@beoland.co.yu, borisav@beotel.yu	very important
YU	MARTINOVIC-VITANOVIC Vesna	@ibiss.bg.ac.yu	very important
YU	IGNJATOVIC Jovanka	@meteo.yu	important
-	FABIANOVA Marcela	@unvienna.org	very important

Observations during the survey

Many users did not react on the first survey invitation which was sent out by email. By the end of August 2002, only 20% of the addressed users submitted their results. Some of these users had been away from their office. Others stated they are already overworked or that they can not contribute to the survey. Some users seemingly did not get the first email, reaching some users was very difficult or impossible. Nevertheless, by sending out individual emails and – in some cases – phoning the users directly, the participation could be doubled in the end.

Many users also had problems with logging into the system. They either forgot their password, did not have any information on their user account or sometimes have not even been aware of a password-protected area. These problems became only obvious after actively asking the users, why they did not log in so far. Most of the users who faced such problems did not act on themselves to get access to the system.

Additional feedback and suggestions for improvement of the system emerged also during the communication with the users for gathering survey results