

EC Information Sources and Services Meeting

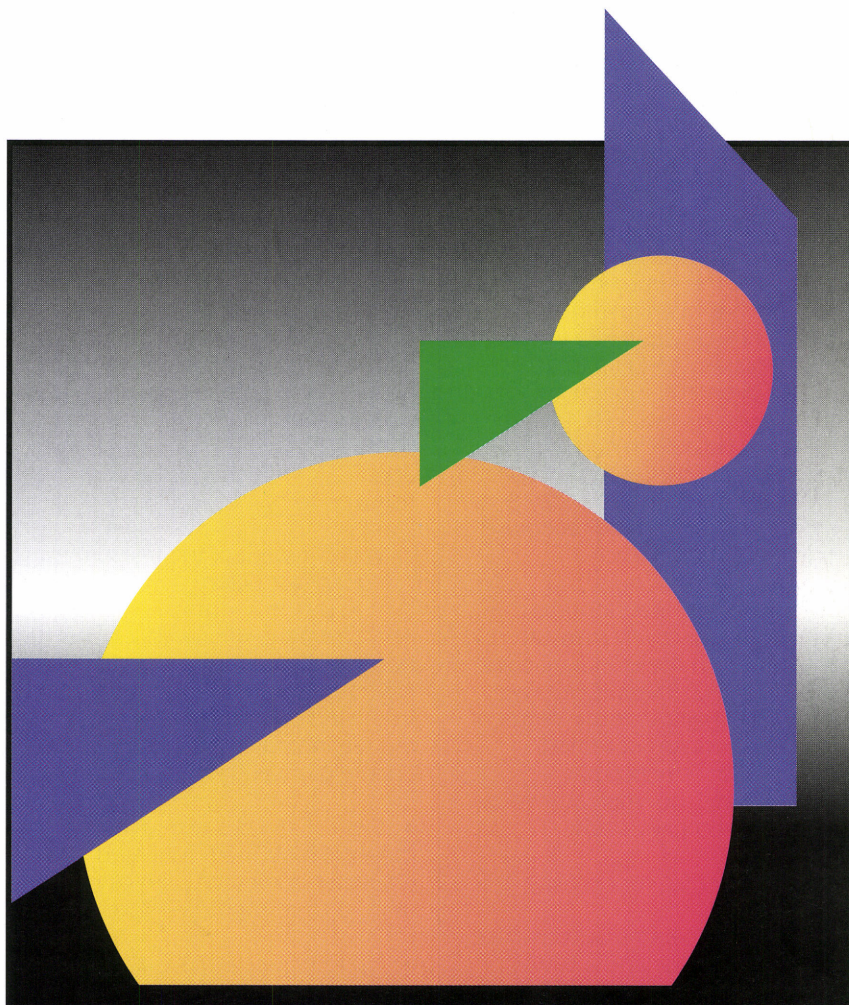
ECHO is pleased to invite all users to the EC Information Sources and Services Meeting, which is this year set to take place during On-line Information '95 in London. The meeting is scheduled to take place on Wednesday 6 December 1995. Users in the United Kingdom and Ireland will have already received a letter of invitation. However, all other interested users are welcome to register by contacting the ECHO help desk either by fax or by e-mail (see below). Please note that registrations will not be confirmed in writing.

This year's agenda comprises presentations on the proposed INFO2000 programme along with news from the ECHO host, the CORDIS service and EUR-OP/Eurobases. Information on the Commission's Telematics Applications programme will also be provided.

The Meeting will start at 9.30 a.m., at the Hilton Olympia, Tower Room. Participants are requested to register from 8.45 a.m. (before the meeting commences). A continental buffet breakfast will be provided during registration. The meeting will close around 12 noon.

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ECHO goes open



Europe on the Web

EUROPA - European Commission's principal server offering general information on the European Union's goals and policies: <http://www.cec.lu/>

The Information Society Project Office - set up to support, promote and orient private and public actions in the field of the information society: <http://www.ispo.cec.be/>

CORDIS - Community Research and Development Information Service for information on R&D sponsored and supported by the European Union: <http://www.cordis.lu/>

I'M Europe - a medium for supporting the actions of DG XIII of the European Commission in the area of the electronic information services market: <http://www.echo.lu/>

After a long period working with strained resources ECHO finally has an administrative basis which provides an adequate infrastructure for its current needs and a flexible mechanism with which to meet any future increase in usage. The core, however, of the current contract is the smooth transition from a main-frame-based environment towards an open architecture. In this transition the user's satisfaction is of the utmost importance and therefore the main emphasis has been placed on those components of the overall service which are most recognised by the user and the transition will take place in a way which will not affect the users at all.

We regret any inconvenience our users may have experienced in the past and are pleased to announce the following areas of improvement:

- Upgrade of machine resources in general
- Improved Internet connectivity (both for Telnet and for the WWW)

In this issue:

I'M EUROPE	pp. 9-10
NAPs	pp. 5, 11-12
CORDIS	pp. 8-9

c) Improved telecommunication infrastructure including ISDN

d) The possibility of gradually adding new services

e) The smooth transition to a real open environment.

These individual areas are discussed in more detail below:

a) Upgrade of machine resources in general

The power of the mainframe has been increased by about 50% (from 9.6 MIPS - million instructions per second - to 15 MIPS). At the same time the total disk capacity has been enlarged from 12 Gbyte to 15 Gbyte. These two improvements allow ECHO to accept more users in parallel (up to now the maximum number was 110 - in future 150 users will be able to connect at any time) and to shift resource consuming database builds from day time to night. Thus users should recognise an increase in performance.

ECHO itself has also developed a mechanism to objectively measure response times on the ECHO machine (please see issue 3/95 of ECHO Facts for Users). We shall use this instrument as an objective means of testing whether the performance has improved. If this is not the case we shall take the necessary steps.

b) Improved Internet connectivity

ECHO currently operates the database server (telnet echo.lu) and a WWW server (www.echo.lu) on the Internet (see pages 9-10).

As far as the Telnet connection is concerned users can access ECHO directly via Telnet or via our WWW. Until now, the disadvantage of this means of access was that only 30 users were able to access via this link. This was due to the restricted bandwidth of this connection (64 Kbit/s) which only allowed a minimum quality of service to a restricted number of users. This connection has now been upgraded to 128 Kbit/s and up to 45 users are able to connect in parallel. This therefore means that there is an increase in availability to users (from 30 to 45) and an increase in the bandwidth available to the individual user. Should this increase still turn out to be less than required, alternative measures have been taken in order to satisfy user demands. (At peak times an additional 64 Kbit/s could be made available.) The bandwidth for the WWW has already been increased twice. Until

April 1995, it stood at 64 Kbit/s. In May 1995 it was increased to 128 Kbit/s. On 1 December 1995 a further increase to 256 Kbit/s was implemented. This will allow the ECHO team to start to load experimental multimedia sequences as well as other bandwidth consuming applications. We also plan to offer ECHO Facts For Users (from 4/95 onwards) on-line via the I'M Europe WWW. The increased bandwidth is also complemented by a more powerful WWW server which has a total storage capacity for 10 Gbyte of documents.

In order to free an even higher capacity from the WWW server, and to satisfy the needs of our TED licence holders, ECHO has separated the file server from the WWW server. This means that TED licence holders now have complete freedom as far as the daily delivery of data is concerned. They are at liberty to choose whatever they prefer and ECHO will deliver the data in the required form.

c) Improvement of the telecommunication infrastructure

Apart from the improved Internet connectivity the conventional channels have also been reviewed and adapted to the increasing needs of the emerging technologies. In total the following channels are currently available:

- Eight X.25 lines with a total of 95 clients (60 ASCII, 25 accented (rich) character entries for Latin languages and 10 Greek and ASCII Latin)
- Up to eight parallel dial-up connections with high speed modems, which accept a speed of up to 28.800 bit/s with automatic speed detection
- Four ISDN lines currently available for experimental purposes, two of which are available for preparation of possible customer needs, with the other two at present mostly used for file transfer.
- In order to complete the picture we should mention here that a total of four outgoing lines satisfy the needs of the TED Alert service administered by the TED Alert agents and one X.25 line satisfies the e-mail section of this service.

Altogether this amounts to 105 customers in parallel. With the additional 45 allowed for Internet this comes to a maximum total of 150 users at any time.

d) The possibility of gradually adding new services

This new arrangement also provides ECHO with the means of adding new services via the database server - services which up to now were more or less reserved for Internet users - for example, document (i.e. file) download. ECHO is currently working on a document delivery facility via the mainframe which will allow call papers, announcements etc. to be downloaded via X.25 to the users. We hope to be able to open this new service (initially for test purposes) at the beginning of 1996. The conventional network of users is therefore coming closer to having the same advantages as the Internet users. The integration of the two environments and their parallel operation is one of ECHO's aims, and is also in line with ECHO's political role.

e) The smooth transition to a real open environment

The keyword "open" is one which is more and more in discussion and a number of classical on-line hosts have already looked into this possibility. However, none of them has, up to now, taken the plunge! The decision has been made at ECHO to move the current environment into an open one within a maximum of four years. However, with two main provisions:

- that the user must not recognise any aspects of this transition period within the current service
- that all components which bring advantageous services to the users are ported with priority.

Based on these two principles the following steps will be the milestones of the project and will bring an open concept to the user in the Spring of 1997 - one which no longer suffers from the typical mainframe-based solution.

- The first milestone (scheduled for October 1996) will be the implementation of a Z39.50 gateway, which is very important from a political point of view (European co-operation with other Host services either bilaterally or in the framework of European projects). At present, QUESTEL - ORBIT and ESA-IRS are known to work on Z39.50 gateways. Host interconnection between these organisations, DIMDI and ECHO should play an important role in the further development of European On-line Services.

It should be pointed out that this implementation of Z39.50 goes beyond the usual Z39.50 with WAIS facilities only, since it will allow formatted text output, which is not a feature of the WAIS functionality.



The preparation of a grips API/RPC (Application Programming Interface - Remote Procedure Call) within the BS2000 software is an indispensable prerequisite for the subsequent migration steps, no matter in which order the steps are taken. It will allow client/server type relations between the host and the GUI (i.e. the WATCH) interface.

Finally in April 1997, as a result of switching the telecommunication, the BS2000 mainframe will be completely 'hidden' behind the UNIX machine from the user's point of view.

October 1997: Further improvements in the WWW service will be available at this point in time. The multimedia server will probably be the most important component for the realisation of new services for Internet users. Hyperlinks, FTP and e-mail functions will be supported during on-line sessions.

During 1999: the whole system will be completely ported to an open environment allowing the flexible change of hardware required not only for political reasons.

The above description of the steps and functionalities shows that a lot of facilities will be available which go beyond the mere porting of the current on-line service and which will allow much more advanced services than can currently be envisaged. In addition, the transition will be smooth as the service will continue to run within the current environment.

These versatile possibilities will take ECHO away from being a mere database server into an open service environment which will be widely recognised as a repository for all information relevant to all aspects of the information market and which will deliver services beyond the classical services of a current on-line host. In addition ECHO will be given, through this new environment, the basic ingredients to play an important role in the possible integration of the European electronic publishing market.

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The European Commission approves a new programme to promote language diversity within the European Information Society

Businesses and citizens, whatever their language, should enjoy equal opportunities for participation in the new information age. This is why the European Commission approved on 8 November 1995 a proposal for a multi-annual Community programme covering language aspects of the information society. The programme will run for a period of three years 1996-1998 and have a budget of 15 MECU.

If European citizens and SMEs are to take full advantage of the global information society, they will need multilingual facilities for creating, exchanging and accessing information, wherever they happen to be.

Textual information already in electronic form can be handled more easily. In the near future this will regard health and financial information, laws and regulations, travel information, patents and directions for use. Although access to such data banks may be restricted for reasons of confidentiality, automatic tools will become available that rapidly interpret texts in a foreign language into the citizen's language. Interactive transactions such as in telebanking and teleshopping can progressively be conducted in the citizen's language, written or spoken. Authors drafting reports in their language or a foreign language will have more automated tools available to facilitate their work, such as electronic dictionaries and more powerful grammar and style checkers. Translators and interpreters will be reached via networks wherever they are, whatever languages they handle, and can thus be consulted during meetings or legal and business negotiations.

The opportunities are unlimited, but the realisation requires a dedicated and sustained effort by developers and service providers.

Europe has a solid scientific and technological base in this field which has been strengthened by Community research and development programmes, in particular the programmes relating to information and communications technologies and telematic systems of general interest.

However, the European market lags behind when it comes to exploiting the advances made by research in the area of language engineering. A concentrated effort needs to be made to speed up the process of getting new language processing technology onto the market, particularly as part of the actions for disseminating and exploiting the results of research carried out under the framework programme and the specific programmes.

The three action lines proposed in the new programme seek to create an environment which is conducive to the expansion of the language industries such as language engineering and translation industries.

Action Line 1:

Supporting the construction of an infrastructure for European language resources

Action Line 2:

Mobilising and expanding the language industries

Action Line 3:

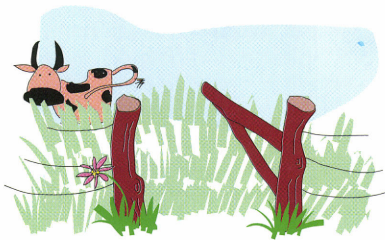
Promoting the use of advanced language tools in the European public sector.

Contact for further information:

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This article, which contains contributions from Context Limited and InterGate, introduces a new section to ECHO Facts for Users. We intend to continue profiling the gateways currently offering all EUR-OP's databases, including TED, to customers based throughout the Member States and beyond.

Context Limited is the leading electronic publisher of UK and European legal and governmental databases, publishing a range of CD-ROM and on-line products. CD-ROM titles include CELEX, Weekly Law, and Official Journal C Series. Context also hosts several on-line services including JUSTIS On-line, Parliament, and a number of bulletins providing analysis and background to European legislation and case law.

Recent months have seen a significant expansion in the range of CD-ROM titles, including several targeted at specific industry or sector needs, such as fiscal, food and pharmaceutical laws and regulations. In addition, we have added on-line update services to most of our CD-ROM titles, using the JUSTIS software to effect a straightforward interface from the CD to the on-line service.

The JUSTIS software is now available in Windows, which retains the simplicity of the DOS version, while making use of Windows features such as copy and paste. At present JUSTIS windows is available in English only, but French, German and Danish versions will follow soon.

Our on-line gateway service covers all Eurobases databases, as well as TED, and has been fully operational since the beginning of April 1995. Not surprisingly, the most used databases have proved to be TED and CELEX, but there has been a healthy spread of usage across the entire range. After a few teething troubles, the service now seems to be operating quite smoothly.

Context is committed to further growth in electronic publishing, and recognises the growing importance of on-line

Gateway profiles

services, both as a supplement to CD-ROM titles and as a current awareness medium in their own right. We will be closely monitoring developments in electronic document delivery, and are keeping a watch on the growth of the Internet and its potential for enhanced on-line services.

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InterGate is a company trading in Ireland within a group of companies which offers intelligent Gateways and telecommunications networking services. They have also developed host support software as well as screen design and development software for Minitel. InterGate has designed, developed and hosted Videotex services in Ireland as an Authorised Bureau. InterGate is an expert organisation in the area of service development using Computer Integrated telephony and sees this as a good prospect for the future. Like everyone else in the world (it seems) InterGate has an interest in the Internet and has started to develop "home pages" for clients who want to go onto the Internet. They will also have their first shopping service - an antiquarian book shop - on the "Net" in the very near future. As can be seen from the above, the group are, in various ways, specialists in telecommunications networking across a variety of media. This they see as the way forward world-wide.

Nearly one year ago InterGate was appointed as the Official distributor in Ireland for the fee-paying or commercial EUR-OP databases. EUR-OP (Office for Official Publications of the European Communities) is the publisher of the commercial databases for the European Union. In June this year the existing contracts for ECHO "direct" TED customers in Ireland were cancelled and InterGate started to market TED. Since then, InterGate has met with mixed success in most areas but the "bottom line" is that they have increased the registered user base by several hundred percent - although

they started from a low base. Providing an Intelligent Gateway for EUR-OP databases with all the related support services in Ireland is a challenging undertaking. Ireland is a country on the peripheral of Europe. As such it would seem clear that high use of information services and other matters on Telecommunication Networks would be a "must". This would seem a necessity to assist in Ireland's capability to compensate for being far from the "centre" of Europe. The opposite is, in fact, the case. Ireland is at the bottom of the European Union league of Electronic Information usage and in this age even more than any other, where information is power, it would be very much in the country's interest to improve the situation. InterGate intends to play its part in helping the uptake of information electronically in Ireland. One of our main "planks" in this area will be the marketing of Tenders Electronic Daily (TED), the most popular database at EUR-OP.

As briefly mentioned above, central to the InterGate effort in the information field will be the EUR-OP databases. John Ryan, from InterGate, commenting on the service said "While EUR-OP databases have not been used in Ireland as they should be used, hopefully this is about to change. Easier access, good customer support, user friendly interfaces - all these are in place and are increasing interest. A vigorous sales and marketing campaign is "en train" and is now showing results also. Awareness is now the key issue. We at InterGate are particularly delighted to be part of the drive by EUR-OP to disseminate the database to a wider community."

InterGate expects all the entities in Ireland who are looking for information on all matters European to find at least a part of their requirements on the EUR-OP databases. It is up to the Gateway to heighten awareness by all possible means and then provide the service in an efficient, cost effective and user-friendly way.

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New German language book on TED and public procurement

Neu: Deutschsprachiges Buch über TED und öffentliches Auftragswesen.

Nutzen Sie TED, aber Sie suchen noch einige spezielle Suchtips aus der Praxis? Benötigen Sie eventuell mehr Hintergrundwissen über Vergabebedingungen in Deutschland und Europa? Würden Sie gerne TED nutzen, haben aber bisher gezögert, weil Sie entweder mit der Recherche oder mit den rechtlichen Rahmenbedingungen unsicher waren?

In diesem Fall interessiert Sie ggfs das kürzlich erschienene Buch "Insider-Wissen Ausschreibungen", das auf 110 Seiten diese und andere Themen behandelt. Autor des Buches ist Dr. Manfred Wilke, der als Vertriebsagent von TED Alert über langjährige Erfahrungen mit TED und im öffentlichen Auftragswesen verfügt.

Das Buch behandelt u.a. das Für und Wider, sich an öffentlichen Ausschreibungen zu beteiligen, Voraussetzungen zur Teilnahme, einen Schnellkurs Verdingungsordnung VOL und VOB und internationale Rechtsgrundlagen. Anschließend werden Recherchen in TED und die wichtigsten Feldnamen erklärt.

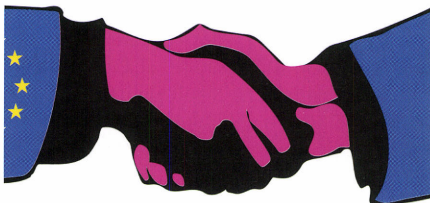
Dr. Manfred Wilke: Insider-Wissen Ausschreibungen. Die Ausschreibungsdatenbank TED der Europäischen Gemeinschaft. Berlin 1995. ISBN: 3.929642-08-5. Preis: 29 DM.

We are interested in publishing references on other useful publications about TED and / or public procurement. Please send us a copy or a description. We will publish references of relevant publications in the forthcoming issues of ECHO Facts for Users.

Denmark and Italy - it'll soon be your turn!

TED users based in Denmark and Italy will be required to "shift" to a gateway as of 1 February 1996. Each client based in the above-mentioned countries has been notified personally by letter. If you have any queries please contact ECHO.

NAPs develop W/W servers



For the last three years, the NAP network has been active in promoting information literacy throughout Europe. These activities are now being heightened by the development of individual NAP WWW (World Wide Web) servers around the central I'M Europe WWW server. The main objectives of the NAP WWW servers are:

- to create a multilingual Europe-wide WWW-based information network and hence make an active contribution to the information highway as recommended in the INFO2000 programme
- to increase the visibility of the NAPs and their activities – nationally and internationally
- to position the NAP network in cyberspace as DG XIII's national partners.

The NAP WWW servers will be distinguished by the following qualities:

A corporate and coherent image

The NAP section of the individual NAP servers will be designed and built in accordance with an agreed set of guidelines in order to offer a coherent network image to the users. Aspects such as URLs, navigation and document presentation will be developed along common guidelines.

Multilingualism

Providing a Europe-wide multilingual communication and information dissemination service is the basic rationale behind the development of the NAP WWW network. Each individual NAP will provide Internet users with a set of documents and interactive communication services in the appropriate language(s) of the respective countries. The NAP WWW network will be accessible directly from I'M Europe. Hyperlinks will be offered to the maximum number of related web sites and pages. These servers will mark the start of the growth of the Europe-wide multilingual NAP WWW servers. ECHO Facts for Users will keep you up-to-date on any developments in this area in future issues.

Recent Telnet difficulties

We would like to take the opportunity to apologise to all ECHO users for any problems they may have encountered recently in accessing ECHO via Telnet.

The problems arose because of work on the following:

1. The line was switched from one supplier to another
2. The line was switched from a combined Telnet / X.25 line to a direct Telnet line to ECHO.

Unfortunately, we were unable to run the system in parallel and therefore ECHO users experienced difficulties in accessing via Telnet for a period of ten days.

Watch-ECHO users accessing via Telnet should note that there is a new version of Watch-ECHO supporting the new Telnet application. For all other users we offer working Telnet clients for MAC and PC on our WWW. The files are available from:

`ftp://www.echo.lu/pub/Utilities/PC/ewan.exe` (for PC users) and:

`ftp://www.echo.lu/pub/Utilities/Mac/Telnet-2.7b4-68k.sit.hqx`

or:

`ftp://www.echo.lu/pub/Utilities/Mac/Telnet-2.7b4-fat.sit.hqx`

for MAC users.

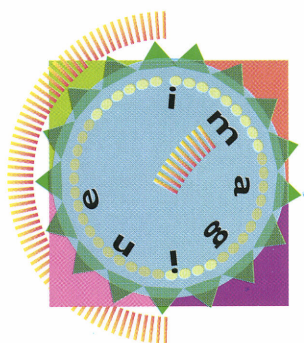
We hope that users no longer have difficulties in accessing via Telnet. As always, please contact ECHO if you experience any problems.

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Any queries regarding the WWW should be addressed to

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IMAGINE - ISDN-based Multimedia Awareness-tool, Generating Informed New End-users

ECHO Facts for Users is pleased to welcome its readers to a regular column regarding the IMAGINE workstation.

The Commission's White Paper on "Growth, Competitiveness and Employment" underlines that the "future" of Europe is strongly dependent on Small and Medium-sized Enterprises (SMEs), basically because European industry primarily consists of SMEs and only a relative number of "giants".

Growth, competitiveness and employment for SMEs are a main concern for the European Union and, as it is also stated in the White Paper, the efficient use of information and communications technology is an important ingredient for achieving this. Finally, the White Paper also mentions that the key to competitiveness lies in a competent and well-educated workforce, at all levels.

Under the Action Line "Awareness, User support and Training", the National Awareness Partners (NAPs, see pages 5, 11-12) have successfully undertaken awareness activities within the IMPACT programme, with the emphasis on SMEs and LFRs. One successful tool for these activities was the TUTOR, a stand alone workstation, demonstrating the concept and technologies related to electronic information provision.

TUTOR is now to be followed by a more versatile and powerful tool based on emerging technologies such as Internet, ISDN and Multimedia. To this end, a Call for Tender was published in the Supplement S to the Official Journal on 1 August 1994, in which this new and innovative tool – IMAGINE – ISDN-based Multimedia Awareness-tool, Generating Informed New End-users – was outlined. Tenderers were asked to submit ideas on how they would go about constructing such an awareness tool. The intended project

will complement the activities undertaken so far and has the following objective:

- To develop an interactive multimedia station that can be used by NAPs (and others) as an awareness and basic training tool, introducing the concept of information as a strategic resource to SMEs and providing the basic training on this.

The characteristics of the tool are:

- IMAGINE is based on client-server model, i.e. the NAPs have access to multimedia presentations tailored to their needs using "pre-fabricated" multimedia modules. Some modules are general and for all industry sectors
 - it should be developed in a way that makes it possible to add more industry specific modules (some modules will be available in more than one language)
 - specific modules, which will all be stored on a central server, can be downloaded via ISDN demand according to needs and should be available in more than one language.

The modules required for this tool shall all contribute to the common aim of this station, which is the successful introduction of the concept of information as a strategic resource which is useful and cost-effective for the SME. The initial modules provided are:

- Introduction to electronic information as a strategic resource
- Subject-oriented "success case-stories"
- Illustration of the information provision process (the searches)
- On-line access with the client-server technology and prepared searches
- Interactive "games"
- Practical advice on what to do next (i.e. what the user needs to "get started").

The IMAGINE workstation will be presented during the European Information Sources and Services meeting (please see page 1) and further details will be included in issue 1/96 of ECHO Facts for Users. Look out for a description of the workstation on I'M Europe! (<http://www.echo.lu/>).

NOTE: It is worthwhile mentioning that this approach is also in line with the intentions in the programmes for Community Education and Training actions (SOCRATES and LEONARDO DA VINCI), where emphasis has been placed on open and distance learning using Multimedia. Therefore, this tool is also aimed at other programmes and future actions.

Coming Soon – ECOSOC opinions on-line

A new database will be launched which is produced by the Economic and Social Committee (ECOSOC) and hosted experimentally on ECHO.

Within the European institutions, ECOSOC produces opinions on draft Community legislation. The Committee has 222 Members, representing employers, workers and other interest groups such as farmers and consumers. Committee opinions are prepared after referral by the Council or on "own initiative". In some specific areas, ECOSOC performs an observation and monitoring role (e.g. ECOLABEL, Internal Market Observatory). ECOSOC establishes and reinforces contacts with socio-economic interest groups of the Member States and of third countries who have concluded agreements with the EU. ECOSOC, through its sponsor organisations, plays a crucial role in briefing the citizens on EU legislation and action and provides a vital link between the process of European integration and society as a whole.

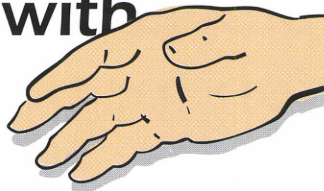
The new database will contain the full-text of all ECOSOC opinions. Initially, coverage will start from January 1995. Texts will be available in all working languages. The database will also contain the full text of the ECOSOC monthly bulletin in English and French. This useful publication includes a summary of all opinions and the corresponding Commission proposition. It also provides a comprehensive overview of other ECOSOC activities.

The database may be searched using the CCL, a menu system and eventually will be available on "Watch-ECHO". The latter will permit users to automate login procedures and to prepare queries off-line. The forthcoming introduction of a generic CCL interface will make the database accessible from the World Wide Web.

In addition, it is planned to diffuse key ECOSOC documents on the World Wide Web. For example, the ECOSOC opinion on "Europe's Way to the Information Society" is already available on the I'M Europe Web server (<http://www.echo.lu/ceshome.html>).

The ECOSOC database will be available free-of-charge.

Making Contact with I'M Guide



The I'M Guide has recently proved to be of great practical benefit to the European Commission for identifying the principal actors in the information market.

To support the current actions in the IMPACT Programme on the quality of information products and services and also to prepare for the INFO2000 Programme, the European Commission DG XIII is updating its database of important contacts in the information industry. This database will be used for invitations to meetings, mail-shots and other communications about Commission events and new developments.

For the compilers of this new database, the I'M Guide is proving its worth as a source of up-to-date information on database producers, hosts and other organisations in Europe. Searching the organisations file by country is not only identifying organisations which the Commission had not previously contacted but is also in many cases providing the names of people to communicate with directly. This was a major advantage recently in generating the invitations for the Industry Round Table to discuss the quality of information products and services, held in Luxembourg on September 5th. As a consequence of invitations generated with the use of I'M Guide, several important actors attended a Commission meeting for the first time. They learnt of the Commission's policies and proposals for this important aspect of the information market and in return provided authoritative comments from an industry viewpoint.

The extensive use of the I'M Guide for this purpose is also acting as a practical test of the quality of the entries, since the search results can be verified by following up the contact to reveal any errors in the records. For the most part the accuracy has been satisfactory with few errors to cause serious failures in subsequent communication. However, the opportunity is being taken to use the measurement of the few errors which have been found in order to further improve the system by the devel-

opment of formal specifications and trials of industrial methods of quality control.

Manufacturing industry has learnt that, in order to achieve customer satisfaction with its products, it has to take actions on two fronts:

- externally, to manage customers' expectations of the product;
- internally, to minimise the number of defective products.

These general concepts apply to information products as well as to all other products and so they are being evaluated for their application to I'M Guide. The essential requirement for the success of these actions is the use of specifications to manage the customer's expectations of the product, the internal operation of the production processes and the quality control procedure.

The use of Statistical Process Control (SPC) for limiting the number of defects in products is a well-established procedure and is supported by International Standards (ISO 8042). The procedure for SPC checks the conformance to the product specification during the production process. There are four actions in SPC:

- setting an acceptable level for defects (the Acceptable Quality Level - AQL)
- taking a sample for inspection of a batch of records
- inspecting the sample for defects (non conformance to the specification)
- deciding on acceptance or rejection of the whole batch by reference to the AQL for the sample.

The procedure may safely replace 100% inspection with the advantages of:

- reduced costs of inspection
- a known probability of success
- a reduction in costs from re-work.

Product and process specifications have therefore been developed for the I'M Guide and for the quality control of the production of records for input to

the data file. The experience gained from the extensive searches described above are being used to establish the base level values. Trials are being conducted on optimum batch and sample sizes and on the control of defect levels in critical parts of the records.

The management and financial consequences of these quality procedures are being evaluated and will be reported at the Satellite Event: "The Quality of Information Products and Services" to be held at the On-line Conference 1995.

Further information on I'M Guide can be obtained from:

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Tel.: +352-349891-200
Fax: +352-34981-234
E-mail: echo@echo.lu

Further information on the Satellite Event can be obtained from:

Learned Information Ltd.,
Woodside,
Hinksey Hill
Oxford OX1 5BE.

Tel.: +44-1865-730275
Fax: +44-1865-736354
E-mail: conference@learned.co.uk

IDEA to be hosted on the EUROPA World Wide Web Server

The IDEA database was scheduled to be hosted on the ECHO database as of mid-1994. However, due to many factors beyond our control, we were unable to "open" the database to the public.

Those users who have been waiting patiently for the IDEA database will be pleased to know that it is scheduled to be available on the EUROPA WWW server (<http://www.cec.lu/>). Any questions such as when the database will be opened to the public and the scope of information it will contain should be addressed to:

europa@di.cec.be
Fax: +32-2-296-26-95.

We apologise for any inconvenience caused by the late arrival of the database.



Improved On-disc Documentation for the CORDIS CD-ROM

The CORDIS CD-ROM now carries user documentation in Adobe Acrobat Portable Document Format (PDF).

This provides valuable benefits. Documents can be viewed on-screen in the same format as they are when they are printed as hard copy. They can be searched for keywords, and they use hypertext so that users can cross refer to related information.

Users are also provided with a list of Bookmarks displayed outside the document. These form a hypertext contents list and clicking on a bookmark takes you straight to that part of the text. This means, for example, that if you wish to find information about a particular database field, you load the Database Descriptions document and open up the bookmarks, find the bookmark for the field you require and click on it to display the text. Simple.

Making PDF files is simple too. But making good PDF files is not simple.

First we made the decision that this was basically on-screen information, and that printing it as hard copy was a secondary function. This meant that legibility and usability on-screen was of primary importance, but that printing should be as efficient as possible within the constraints imposed by the on-screen criteria.

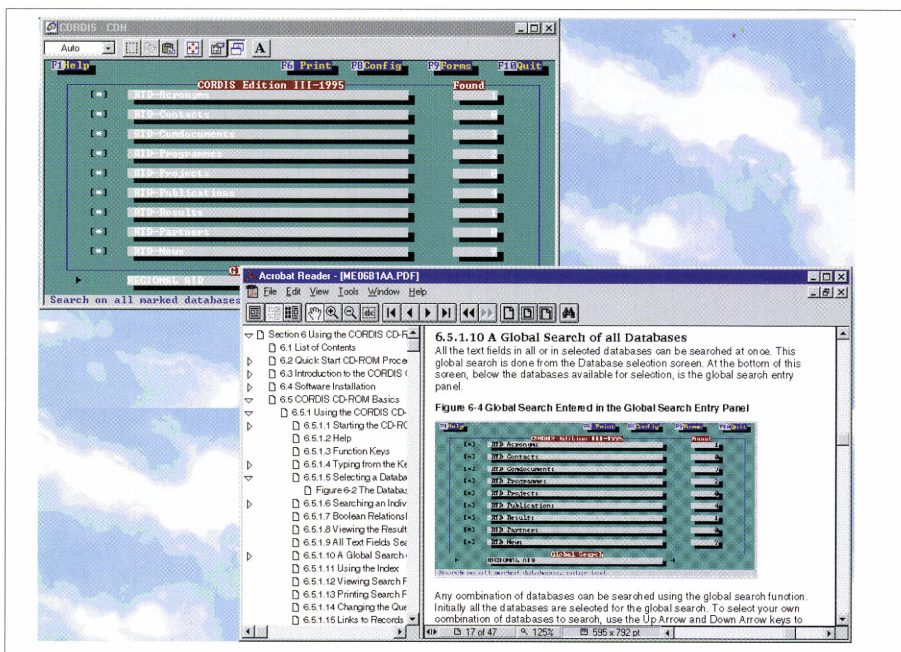
Some curious features emerged from these deliberations. The roles of the fonts used have been reversed. Text

now uses a sans serif font and headings use a serif font, both selected for clarity on-screen. Body text is also slightly larger than would have been used in the equivalent hard copy document. Normally the use of a sans serif font for masses of body text would chill the heart of any red blooded typographer. On-screen though, serif fonts at smaller sizes are relatively difficult to read.

Graphics also required a lot of effort to get right. Dropping a screen grab into

a document and converting it into a PDF file is simple but frequently results in something lacking both definition and colour. There are many factors that interrelate. These include the resolution and size of the original screen grab, the graphic file format, the scaling used, the features of the document application package used, printer resolution, and the settings in the PDF conversion.

The document has also been formatted so that it displays on-screen without



The CORDIS CD-ROM running under Windows with the on-screen documentation displayed in the Adobe Acrobat reader. To the left is a partially expanded Bookmark list.

I am interested in receiving information on

CORDIS ON-LINE DATABASES

CORDIS DATABASES ON CD-ROM

Watch-CORDIS

Name

Organisation/Company

Address

City

Country

Are you an ECHO user? If so, please provide your User Reg. No. 00

CORDIS Customer Service, B.P. 2373, L-1023 Luxembourg.
CORDIS fax (+352) 3498 1248

having to scroll horizontally. Vertical scrolling is considered acceptable and enables the document to be printed reasonably efficiently on A4 paper. However, when you use these documents please remember that they are intended for on-screen use and try this medium first.

The Windows Reader can print the document using any Windows printer driver. The DOS Reader looks very similar to the Windows Reader and can print on a broad selection of printers. The DOS reader can utilise screen resolutions up to 1024x768. Although it can be operated without a mouse, DOS mouse driver software is recommended for use with the DOS Reader.

The ASCII text files remain on the CD-ROM and may be viewed on-screen using F1 Help, and these files may be printed, as before.

■ CORDIS' Popularity Soars ■

When you have something that other people want, you suddenly become extremely popular - and so it is with CORDIS.

During the month of September communication with the CORDIS World Wide Web server leapt when daily file transfers almost doubled as people downloaded documents from EDOCDEL relating to the current batch of calls for tender for activities under the Fourth Framework Programme.

Preparing a response to any call for tender is a time critical activity and accessing critical documents in this way cuts out all the delays involved with mailing, and avoids the infuriating and sometimes catastrophic problems of items going astray in the post. International electronic file transfer typically means that a whole extra working week is available to those who are preparing a response.

The number of files transmitted peaked on Monday 18 September, with 1.355 being transmitted, a total of 89 Mb of data. The previous day the total amount of data transmitted was greater, being 999 files and 125 Mb of data.

With this amount of activity going on it is clear that the CORDIS web server plays an important part in providing many people with current information immediately when they want it.

Although this particular interest in CORDIS was related to calls for tender for the Fourth Framework Programme it is all part of the steadily growing

importance of CORDIS to industrial and other organisations. To support this interest CORDIS is currently organising an average of 150 events each year throughout Europe. These include training courses, conferences and exhibitions, all supported by national Relay Centres.

The CORDIS World Wide Web server can be accessed at <http://www.cordis.lu/>

CORDIS Customer Service
BP 2373
L-1023 Luxembourg

Tel.: +352 3498 1240
Fax: +352 3498 1248
E-mail: helpdesk@cordis.lu

I'M Europe - DG XIII-E's WWW Server (<http://www.echo.lu/>)

Since the launch of the server in September 1994, usage has risen five-fold from 24.445 document accesses during its first month to 144.780 in September 1995. In order to cope with this increase in traffic, the Internet line was upgraded from 64 kb/s to 256 kb/s at the end of November. This latest upgrade also included a direct connection to the European Internet backbone network (Ebony) which will help to avoid bottlenecks on the line and will ensure a faster response time.

Server usage rose sharply in September, with an increase of more than 20 % on the previous month. ECHO continues to attract the largest number of home page accesses (5.377) followed by Index-Europe (4.454), the Essential EU documents (3.364) and the What's new page (3.102). The Information Engineering section: (<http://www.echo.lu/ie/en/iehome.html>) has been re-designed and enhanced with a new set of documents.

We are pleased to announce that the LAB documents and services hosted at the WWW server of the University of Strathclyde (UK) will shortly be moved to I'M Europe (<http://www.echo.lu/legal/en/lab-home.html>).

What's new on I'M Europe

- Multilingual Information Society (MLIS) a 15 MECU programme from DG XIII/E for the promotion of language diversity with the EU information society (please see page 3).

The Communication to the Commission and the programme proposal are available in the ten official languages from: <http://www.echo.lu/mlis/mlis-en.html>.

- Report of the workshop on "Which standards should I use for Open Information Interchange and Why?", held on 30/31 October 1995 under the auspices of the DG XIII Open Information Interchange (OII) initiative and EWOS (<http://www.echo.lu/impact/oii/workshop.html>).

- An update of the Directory of European Information Policy Support Network (IPSN). (<http://www.echo.lu/impact/imo/ipndirto.html>). This was created in early 1993 as a result of the workshop on "The Role of Information in the Economy and Society", held on November 1992 in Luxembourg.

- Task force: Multimedia Educational Software. The Task Force Research Industry on Multimedia Educational Software, set up on the initiative of Commissioners Mrs Edith Cresson and Mr Martin Bangemann, began its work in March 1995 and will soon present its conclusions. (<http://www.echo.lu/programmes/en/edumul.html>)

- Le nouvel organigramme de la DG XIII de la Commission Européenne The latest DG XIII organigramme (<http://www.echo.lu/dg13/en/dg13direct.html>)

- Towards a European Geographic Information Infrastructure (EFII) Policy document (<http://www.echo.lu/impact/projects/gis/en/gi2000p5.html>)

- Speeches given at the information days on Multimedia content for the Information Society held in Linz - Austria on 25 and 26 September 1995

These include:

- Europe's way to the Global Information Society by Mr V. Parajón Collada

(<http://www.echo.lu/info2000/en/linzvp2.html>)

- Multimedia Initiatives of the European Union by Mr Frans De Bruïne

(<ftp://www.echo.lu/pub/info2000/fdb.ppt>)

- Der Österreichische Ansatz zur Informationsgesellschaft by Dr R. Kögerler,

Bundesministerium für wirtschaftliche
Angelegenheiten, Österreich

(ftp://www.echo.lu/pub/info2000/rk.ppt)

▪ Vom Griffel zum Schirm by Mr
A.Szauer, Deputy Head of Unit, DG
XIII/E/3

(ftp://www.echo.lu/pub/info2000/as.ppt)

Please e-mail all queries, feedback and
comments to webmaster@echo.lu

De Elektronische Informatiemarkt op Videotex in Nederland

Sinds enige jaren biedt ECHO informatiepagina's op videotex Nederland aan. Deze pagina's bevatten informatie over de Europese elektronische informatiemarkt. Aangezien deze informatie verouderd is, is onze Nederlandse Voorlichtingspartner NBBi bezig nieuwe pagina's op te zetten. Deze zullen in November beschikbaar zijn. Uw mening over deze nieuwe pagina's interesseert ons.

Het is niet mogelijk via Videotex Nederland direct toegang tot de gegevensbanken van ECHO te krijgen. Dit is alleen mogelijk via telefoon, datanet of internet.

NBBi

Project Bureau for Information Management
Burg. Van Karnebeeklaan 19
NL-2585 Den Haag

Contact:
Frank Andriessen
Annemiek Wierck

Tel.: +31-70-360-7833
Fax: +31-70-361-5011

Angebot in Bildschirmtext / T Online

Mit der Umstellung von Bildschirmtext/DateX-J auf T Online hat ECHO das Angebot wie folgt umstrukturiert:

1) Zugang zu ECHO

Der Zugang zu ECHO ist jetzt im VT100-Modus unter *ECHO# möglich.

Mit dieser Nummer sind sämtliche ECHO-Datenbanken zu erreichen. Die Gebühr für die Datenübertragung nach Luxemburg beträgt 0.20 DM pro Minute.

2) Informationsseiten

Statt der bisher unter *ECHO# aufrufbaren Informationsseiten wird ein neues Angebot unter <http://www.echo.lu/> angeboten. Die neuen Informationsseiten sind erheblich umfangreicher und nutzen die vielseitigen Möglichkeiten des Internet. (Aus technischen Gründen wird eine automatische Durchschaltung von der Übergabeseite *ECHO# vermutlich erst ab Frühjahr 1996 möglich sein. Ein direkter Aufruf der Internet-Seiten ist jedoch bereits möglich.)

3) Mailbox

Kunden können uns unter *ECHO# eine Nachricht schicken, um ggfs. Fragen zu einzelnen ECHO-Datenbanken oder zum Internet-Dienst zu stellen.

Des Changements sur Minitel? - Oui

1. Le 3619 code de service ECHO sera très prochainement remplacé par France Telecom en 3614 code de service ECHO

- côté tarifications: aucun changement
- côté manipulations: un rappel: comme sur le 3613 et le futur ex-3619, toujours sur minitel bi-standard, à savoir qu'il faut toujours utiliser la touche Chariot Retour (ou son équivalent) et non les touches Suite et/ou Envoi du minitel
- côté rubriques: toujours les 4 mêmes rubriques, à savoir pour rappel: %BDD (accès aux bases gratuites du serveur ECHO)
%SII (informations sur le programme IMPACT)
%INFO (présentation des services d'information européens)
Pour ces trois rubriques, le mot de passe est entré par le système.

% BDCT (accès aux bases d'ECHO nécessitant un mot de passe personnalisé que vous obtiendrez en-ligne).

2. Le 3613 code de service ECHO21 demeure; il permet de se connecter directement aux bases de données d'ECHO.

3. Le 3614 code de service ECHO14: A l'heure du Beaujolais nouveau, noblesse oblige un "ECHO14" nouveau! Les pages de présentation des services d'information européens se restylisent. Vous pourrez prochainement accéder directement ou passer par le 3614 ECHO.

ECHO su VIDEOTEL

Il servizio di informazione ECHO su Videotel, impostato nel 1992, va ristrutturato ed aggiornato. Il compito è stato affidato alla collaborazione dei tre Partner italiani di Impact. Sentita la VOICE, che distribuisce su Videotel tale servizio, l'AIB, l'ENEA e Pitagora SpA si sono accordati su uno schema di massima che prevede in prima battuta informazioni sul mercato europeo dell'informazione, con notizie flash, novità, nomi, ruoli e indirizzi dei funzionari della Direzione Generale XIII della Commissione Europea. La prima parte della struttura comprende anche abstract sul Programma Quadro e i programmi specifici attinenti all'informazione elettronica, annunci di bandi ed inviti a presentare proposte di progetti, notizie sulle pubblicazioni dell'IMO e del LAB, elenco e schede delle basi di dati europee, nonché un glossario. In seconda battuta si parla di ECHO, delle modalità di accesso ai suoi servizi e basi di dati, delle manifestazioni che organizza o a cui partecipa, delle novità nelle sue attività e nei suoi prodotti. Ci sarà poi anche la possibilità di collegarsi su Itapac da Videotel per la consultazione delle sue basi di dati. Ai Partner inoltre è stato dato il compito di aggiornare il contenuto delle pagine Videotel: cosa a cui stanno già lavorando, traducendo e sommarizzando le notizie utili a questo fine che compaiono su l'M Europe. Da questa fonte trarranno poi i successivi aggiornamenti, così come è previsto che facciano per la pagina comune "Italian NAPs" che stanno implementando sul Web di ECHO.

Indirizzo di Videotel : *59618#

Il Servizio Informazioni di ECHO, disponibile alla pagina *59618# del Videotel, comprende una serie di informazioni regolarmente aggiornate sui seguenti macrosettori:

1. Il Mercato Europeo dell'Informazione
 - 1.1 novità
 - 1.2 appuntamenti
 - 1.3 scadenze
2. Le attività e i programmi della DG XIII della Commissione Europea

3. I Bandi e le pubblicazioni della DG XIII della Commissione Europea
4. Le basi dati dell'Unione Europea
5. I partner italiani di sensibilizzazione (National Awareness Partners, NAP)
6. Il glossario dei termini e degli acronimi di uso corrente
7. Il servizio ECHO della DG XIII
 - 7.1 basi dati
 - 7.2 novità
 - 7.3 appuntamenti
 - 7.4 come collegarsi a ECHO

Per maggiori informazioni, potete rivolgervi ai Partner Nazionali di Sensibilizzazione :

ENEA
Dipartimento Innovazione
Settore INN-DIFF
Via Don G. Fiammelli, 2
I-40129 Bologna

Massimo Gazzotti
Ermes Ridolfi

Tel.: +39-51-6098-197
Fax: +39-51-6098-084
E-mail: nap@risc990.bologna.enea.it

AIB
Associazione Italiane Biblioteche
Via Castro Pretorio, 105
I-00185 Roma

Maria Luisa Ricciardi

Tel.: +39-6-446-3532
Fax: +39-6-444-1139
E-mail: aib.italia@agora.stm.it

PITAGORA S.p.A.
Via G. Rossini
I-97039 Rende (Cosenza)

Salvatore Messina
Liliane Le Piane

Tel.: +39-984-8361
Fax: +39-984-836200
E-mail: lepiane@pitagora.stm.it

oppure a VOICE

VOICE s.r.l
Via Ciro Menotti, 6
I-20129 Milano

Pier Francesco Borsetta

Tel.: +39-2-7380568
Fax: +39-2-7380568



NAP activities

The following list is accurate at the time of going to press and provides information on activities planned between December 1995 and March 1996. As always, please contact your local NAP for further details, since more events may be planned which are not featured here.

AUSTRIA

ÖGDI (Österreichische Gesellschaft für Dokumentation und Information)

"Forschungsinformation im Internet"

Date: 12/12/95
Place: Seibersdorf

"Sozialwissenschaftliche Information im Internet"

Date: 13/12/95
Place: Vienna

"Multimedia im WWW"

Date: 16/12/95
Place: Vienna

BELGIUM

CNDST/NCWTD
Centre National de Documentation Scientifique et Technique/
National Centrum voor Wetenschap-
pelijke en Technische Documentatie

"Elektronische Informatie Sensibilisering"

Date: 16/12/95
Place: Brussels

"Colloquium: Vlaamse Informatie"

Date: 19/01/96
Place: Antwerpen

DENMARK

INFOSCAN

"Seminar on the Electronic Information Market"

Date: 16/01/96
Place: Copenhagen

"Electronic Information"

Date: 13/03/96
Place: Copenhagen

FRANCE

CCIP (Chambre de Commerce et d'Industrie de Paris)

"Réunion d'Information et IMPACT"

Date: 19/12/95
Place: Paris

GERMANY

DGD c/o Infratest Burke AG

"Recht der Europäischen Gemeinschaft aus Datenbanken"

Date: 18/01/96
Place: Frankfurt

"On-line Datenbanken für Marketing Experten"

Date: 13/02/96
Place: Niederhausen

ITALY

AIB - Associazione Italiane Biblioteche

"Internet - Nuovo protocolli, nuovo servizi. Strumenti e tecniche per la navigazione"

Date: 11-12/01/96
Place: Rome

"Il diritto d'autore per le biblioteche"

Date: 22-24/01/96
Place: Rome

"HTML Basic - Corso introduttivo alla redazione di ipertesti telematici"

Date: 29-02/01-03/96
Place: Siena

"Strumenti e metodi per il calcolo degli indicatori di rendimento nelle biblioteche pubbliche di ente locale"

Date: 18-20/03/96
Place: Milan

ENEA - Dipartimento Innovazione

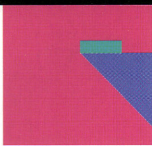
Corsi introduttivi

"I Servizi informativi della CE"

Date: 23/01/96
12/02/96
19/03/96
Place: Bologna

"Corso base su ECHO"

Date: 20-21/12/95
24-25/01/96



13-14/02/96
20-21/03/96
Place: Bologna

Corsi avanzati

"Linguaggio CCL avanzato"

Date: 30/01/96
21/02/96
26/03/96
Place: Bologna

"CORDIS e le basi dati della RST"

Date: 23-24/02/96
28-29/03/96
Place: Bologna

"TED base dati sugli appalti europei"

Date: 15-16/02/96
18-19/03/96
Place: Bologna

SPAIN

CINDOC Consejo Superior de Investigaciones Científicas
Centro de Información y documentación

"Seminario Taller WWW (XI)"

Date: 13-15/12/95
Place: Zaragoza

"Introducción General a la Informática Electrónica"

Date: 16/12/95
Place: Valencia

ASEDIE - Asociación Española de Distribuidores de Información

"Internet"

Date: 03-04/12/95
Place: Bilbao

"Bases de Datos I+D E. Información Tecnológica"

Date: 13-14/12/95
Place: Madrid

"Asamblea General de Asedie"

Date: 14/12/95
Place: Madrid

SWEDEN

Statskontoret

"EU Information Day Conference"

Date: 07/12/95
Place: Stockholm

UNITED KINGDOM

ASLIB - The Association for Information Management

"European Union Information"

Date: 05-06/12/95
Place: London

"IOLIM 95"

Date: 05-07/12/95
Place: London

"Introduction to the Internet"

Date: 09/01/96
Place: London

"Hands on to the Internet"

Date: 10/01/96
Place: London

"On-line searching for beginners"

Date: 17/01/96
Place: London

"Business Information"

Date: 07/02/96
Place: London

"Introduction to the Internet"

Date: 13/02/96
Place: London

"Hands on to the Internet"

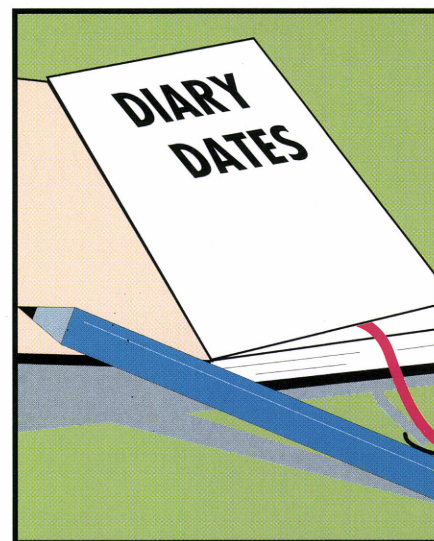
Date: 14/02/96
Place: London

"Computers In Libraries"

Date: 20-22/02/96
Place: London

"European Union Information"

Date: 05-06/12/95
Place: London



ECHO will be represented at the following events:

London Online Information
05-07/12/95

Cannes MILIA
09-12/2/96



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