

## IMPACT: A step closer to a Community Information Services Market

To give visibility and focus to the IMPACT 2 programme (1992-1995) the Commission has adopted the central strategic theme of "improving the accessibility of information at the European level for all interested parties". Known as INFO EURO ACCESS for short, the theme will allow specific problems of the information market to be tackled at the European level, in accordance with the principle of subsidiarity. INFO EURO ACCESS will of course need to be defined in its practical consequences, and part of the first year of the IMPACT programme will be devoted to that.

An IMPACT Central Office has also been set up by the Commission in support of the INFO EURO ACCESS theme and will contribute towards stimulating greater awareness and participation in the activities of the IMPACT programme by as many organisations as possible.

General telephone enquiries about the IMPACT programme may now be made to the IMPACT Central Office by using one of the free-phone numbers listed below, from Monday to Friday, between 08h00 and 18h00 (CET). More detailed information about the IMPACT programme may be obtained by writing to:

IMPACT CENTRAL OFFICE  
DG XIII/B/1  
Jean Monnet Building  
L-2920 LUXEMBOURG

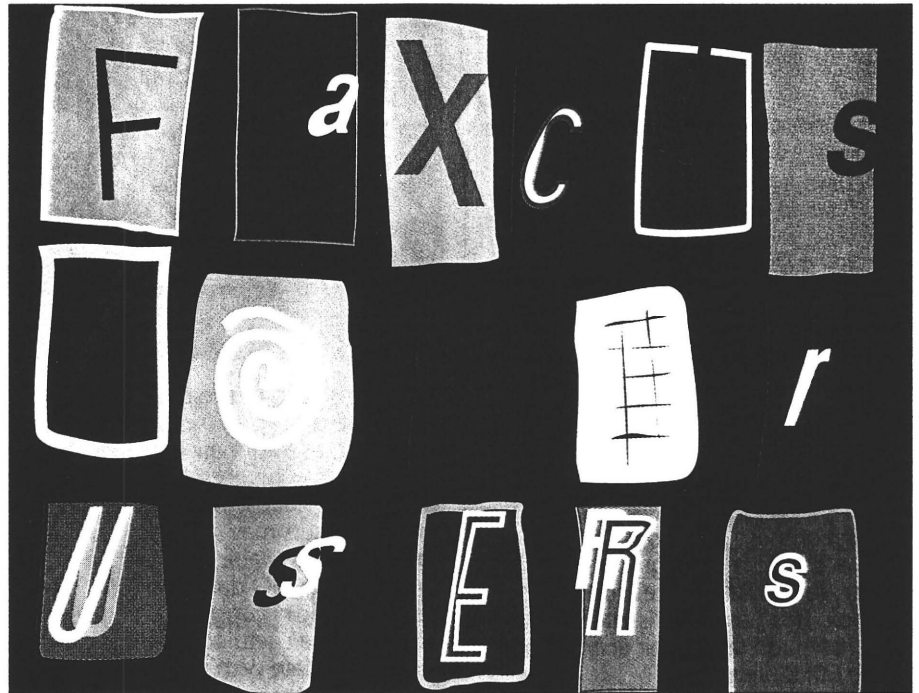
Tel.: +352-34981-222  
Fax: +352-4301-2847.

Free-phone Services are available from:

Belgium	078118437
Denmark	80010737
France	05906937
Germany	0130823337
Ireland	1800555237
Luxembourg	08003337
Netherlands	060223137
United Kingdom	0800899237

As a result of a favourable opinion given by the IMPACT programme

# Introducing ECHO Facts for Users



ECHO News has been renamed ECHO Facts for Users in order to better reflect the content and scope of this user information. It has always aimed to act as a means of communication between ECHO and its clients, and with the steady increase in customer registration, this aim is as strong today as ever.

advisory committee, the Commission has now finalised its 1992 work programme, for which an overall budget of 10 MECU has been allotted. Copies of the work programme, setting out the general orientations and the various areas for action, are available in all Community languages from the IMPACT Central Office.

A first major action to be taken under the 1992 work programme will be a call for proposals in the area of interactive multimedia information services. An Information Package giving detailed information about procedures for the submission of proposals and a Technical Background Document for the guidance of proposers is available in all Community languages from the

IMPACT Central Office. Deadline for the submission of proposals is 14 August 1992.

If you would like to receive a copy of these documents, please contact the IMPACT Central Office.

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## A change for the better – the ECHO main menu

Until now, the main menu displayed after logging on to ECHO differed according to which password was used when the user was asked to enter a code. Access to the ECHO databases may be obtained with the use of three different passwords, namely the **public password** (ECHO), the temporary or **rolling password** (issued for one month only) and of course the user's **personal password**, issued by ECHO once a contract has been signed.

The first of these passwords (ECHO) gives access to a small group of databases, along with services such as the mailbox. This password is intended to give interested users their first glimpse of the ECHO service.

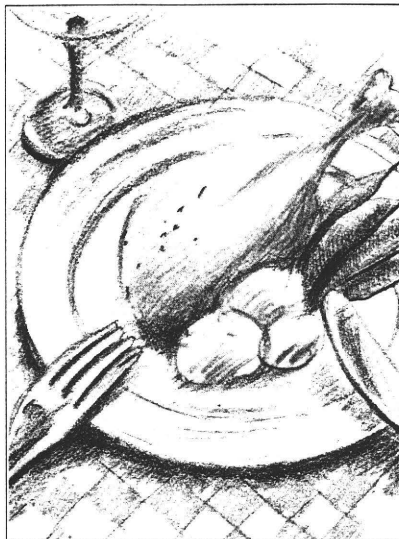
The temporary password enables the user to access a whole range of databases, including **TED** (Tenders Electronic Daily – see page 6).

Of course, the user's personal password will give access to all the databases and services available via ECHO, with or without the option to use the TED database or the **CORDIS** service.

The current situation, although logical, can prove confusing to the user. This is soon to be simplified, and a new menu system will be made available.

For each of the three types of passwords detailed above, the system will display a unique menu. The options listed will include every database and service available at ECHO. The connection to each selected database will depend entirely on the password used, thus a user who has not requested access to TED or CORDIS will be unable to launch a search, as access will be denied.

The menu is structured in such a way that the INFO files (see page 8)



relating to each of the databases will always be available. This is an important factor, as information on any database may be obtained at any time, whether or not the user has access. In this way, users may still be aware of the services available on ECHO. Added to this, the ECHO databases are constantly being upgraded and amended, so it is a useful tool with which to keep up-to-date with the services ECHO provides.

Regular users of ECHO's menu system will be well acquainted with the typical structure of the main menu. The new main menu will appear as follows:

- 1 General information
- 2 User guidance databases (including I'M GUIDE)
- 3 Scientific and R&D databases
- 4 COmmunity R & D Information Service (CORDIS)
- 5 Databases or services in the Language Industry
- 6 Databases or services in Business and Economy
- 7 Innovative projects
- 8 Electronic Mailbox

- 80 Help  
90 Other commands

The options entitled "Help" and "Other commands" will be displayed on every screen.

#### NOTE:

The first option is equivalent to typing the INFO INFO command in the CCL mode.

Options two to six enable the user to select the databases which come under the various categories listed in the menu. Once a choice has been made, the system will list the databases which relate to that category. The user will then choose the database he/she wishes to interrogate, at which point the system will ask whether information on the database is required, and whether the CCL or menu version (if available) is to be used.

Option seven deals with innovative projects, which include MIM (Multi-lingual Interrogation Mock-up), NLA (Natural Language Access) and MAX (ECHO's talking robot).

Mailbox statistics already show that users appreciate being able to have immediate access to the ECHO mailbox service (this option was available under the old public password menu). The mailbox is a quick and user-friendly system which allows clients to send electronic messages to the ECHO help desk.

Online help may be obtained when using the menu driven system by selecting option **80**. Choosing option **90** will prompt the system to display the following menu:

- |                          |   |
|--------------------------|---|
| <b>1 Previous screen</b> | <b>(here the user may quit option 90 and return to the previous screen of the menu)</b> |
| <b>2 Main menu</b>       | <b>(this option allows the user to return to the main menu explained above)</b>         |
| <b>3 CCL Mode</b>        | <b>(the user may discontinue using the menu and start a search using the CCL)</b>       |
| <b>4 Quit ECHO</b>       | <b>(the user may disconnect from the ECHO host)</b>                                     |

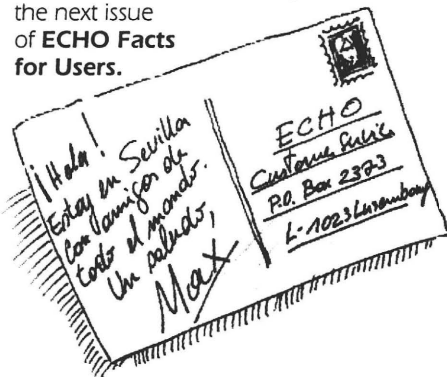
Users connecting to ECHO via an automatic logon procedure are advised to check the new structure of the menu in order that the necessary changes can be made to the software used.

If you require further information regarding the new menu system, please do not hesitate to contact us. As a customer service, we would appreciate any comments regarding the new structure in order to remain informed as to the needs of our clients.

## Hola from Max and ECHO in Sevilla!

MAX, ECHO's talking robot, is currently speaking to visitors of the European Community's pavilion at the World Expo in Spanish, English, French and German. The further development of MAX's linguistic talents now means that users can obtain spoken information from him in a total of four languages. Regular readers of this publication will remember that MAX was particularly requested to be available at the World Expo in Sevilla (see issue 4/91), and is already proving to be of great interest. Visitors are invited to take part in a quiz based on the information given by MAX, and are also able to sample, via four computer terminals, access to all the ECHO databases. In the first day alone, ECHO representatives were flooded with requests for more information concerning all these services.

Full details of ECHO's participation in the World Expo will be given in the next issue of **ECHO Facts for Users**.



## Did you know that.....

At any point during an online search on the ECHO databases, assistance may be obtained. During any one dialogue with the ECHO system, typing **HELP** or a "?", the abbreviation for the help command, will prompt the system to provide assistance which relates to the last command entered.

Let us imagine that a user has, for the first time, logged on to the EURISTOTE database, and has found that, on the date of access, 39 records are listed which have been written by authors under the name of SMITH. Once this information has been selected, what is the next step to take? Experienced users will undoubtedly know, however, help is on hand for the inexperienced user. The search strategy looks like this:

F SMITH/AU

1.00 NUMBER OF HITS IS 39

?

At the ? prompt, the user now types:

**HELP**

and the following screen is displayed

Now you have selected a set of unit records. The next step may be:

- to look at some of the unit records,; enter
  - ( ) SHOW "output of unit records on terminal"
  - ( ) ?SHOW "explanation of the SHOW command"
  - to look up more search terms to be included in the query. (DISPLAY command)
  - ( ) ?DISPLAY "explanation of the DISPLAY command"
  - to display the search history for further combinations
  - ( ) TAB "output of search history"
  - ( ) ?TAB "explanation of TAB command"
  - to enter more FIND commands
- If useful combine them with other entries of the profile table.
- { }? 6.1.3 "explanation"  
?

Assistance with specific commands may be obtained by typing **HELP**, followed by the name of the command for which help is required.

The user may obtain information on any command, but in this instance let us look at what the system offers as an explanation of the **FIND** command, which was used in the example above:

The user types:

**HELP FIND**

and the system replies

FIND COMMAND

The FIND command is used to search for unit records and the result is a display of the number of unit records

found. The search terms must be precisely identified in the FIND command by the field label. The field label and search term must be separated by a relational connector. If the field label and the relational connector are not entered the system substitutes "FT" (free text) as a standard field label and the equals sign (=) as a standard relational connector like in the DISPLAY command (see section 5).....etc.

The following help commands are available:

COMMAND	FUNCTION
HELP? or ?? HELP	General help Help relating to the current dialogue
HELP (command)	Help relating to the command specified
FIND?	Lists all <b>FIND</b> command parameters used in the current session
PRINT?	Displays the current parameters
SHOW?	Displays the current parameters for the <b>SHOW</b> command
SAVE?	Lists all the saved profiles
DEFINE?	Displays all parameter values that can be altered with the <b>DEFINE</b> command

Remember that the **HELP** command is context relative and always relates to the previous command given in your search strategy.

**NOTE:**

The **Help commands** are currently available in the English language only.

Further information can be obtained from the ECHO help desk.

## Database changes!

Take note of the following important news regarding the **TECNET**, **SDC1**, **NETT**, **ECHO Facts for Users** (formerly **ECHO News**), **I'M** (Information Market) archive, **XIII Magazine** and **ELISE** databases:

### TECNET

This database was withdrawn on 1 June 1992. Information from the new **EUROTECNET** programme has been included in the **CORDIS RTD-Projects** database as from 1 May 1992.

### SDC1

The major part of the information contained in this database is now included in the **CORDIS RTD-Projects**.

### NETT

This database will not be hosted on the **ECHO** service.

### ECHO Facts for Users (formerly ECHO News) and I'M (Information Market) archive

These two databases have been integrated and will now appear under one title with one poolkey (**News** and **NE92** respectively). **I'M** archive covers issues no. 44-67 and **ECHO News** issues 3/90 to date. The database is well structured and easy to use, with information categorised by source, country, European programmes and controlled terms.

### XIII Magazine

The online version of **XIII Magazine**, currently available in English, will soon appear in French, German, Italian and Spanish.

### ELISE

This database will be withdrawn from the **ECHO** host as from 1 July.

**Regular users of the TECNET and the SDC1 databases who are not yet registered for the use of CORDIS have been advised to complete the CORDIS application form which can be found on page 9.**

# Behind the scenes of I'M GUIDE



**T**he Directory of the European Information Services Market, **I'M Guide**, has now been further upgraded. In previous issues of **ECHO News**, we have kept you informed of its development, but now that **I'M Guide** has stabilised, we would like to take the opportunity to provide you with a few facts concerning recent and future developments of the database.

As some regular users may have noticed, the structure of the database (i.e. what the user will see on the

screen when searching) has recently changed. In addition, other important developments have occurred and are set to continue in the near future. Some of these include:

- A major awareness campaign for the directory (already well under way)
- Information processing on some 2 000 CD-ROMs (currently being implemented)
- Continuous data collection with partners in different countries.

I'M Guide is primarily a tool for the potential user (those wishing to become familiar with products and developments pertaining to the electronic information services market). Reaching potential users is a difficult task, and it is much easier to reach you – the existing users. The information the database contains is of high importance to all users. Therefore a mailing campaign is to be launched, with some 18 000 copies of the I'M Guide leaflet and a covering letter (explaining the benefits of using the database) which is to be distributed to organisations and institutions having close contacts with potential users. Amongst the receivers foreseen are:

- Chambers of Commerce
- Professional associations and organisations
- Libraries and library schools
- Universities and colleges
- Information brokers.

Additionally, all producers, hosts and distributors who are currently included in I'M Guide will receive an information package.

As a complement to the mailing, pages explaining the I'M Guide will be implemented on all operational European videotex systems, and advertisements will be placed in specific European journals dealing with electronic information services.

**What do we hope to achieve from this campaign?**

The answer to this question is simple: it is hoped that many more people will take a look at the I'M Guide and, in this way, become aware of what exists in the European electronic information services market.

**More than 2 000 CD-ROMs on the way to be included in the file**

As you may remember, I'M Guide also contains information on CD-ROMs – not only databases and databanks! We have received information on some 2 500 CD-ROMs available in the market from one of the partners in our information collection network. These data have been carefully processed, and coordinates have been thoroughly checked in order to ensure the validity of the data. It is important to verify that all products added are not already included in the database, perhaps under a different name. The first phases of data control have now taken place, and the data are gradually being implemented on the system.

**Even more data on their way!**

The data on the CD-ROMs mentioned above were provided by just one of the networks. Such a system of data collection ensures that the information contained in I'M Guide is accurate, with partners providing data on the information market in their own region and, in some cases, other countries. This means that a constant stream of data is flowing into the I'M Guide.

Data concerning Eastern Europe, Austria and Switzerland are under way, and details on existing and new products are currently being collected in other countries. By the end of the year it is expected that some 2 500 new products and corresponding producers, hosts and distributors will be added to the database.

**What can I'M Guide do for you – the experienced user?**

The database contains a valuable source of data with which to monitor the ever changing developments of the information market. There is certain to be a particular file within I'M Guide which concerns your specific area of business/interest. Imagine that you are looking for information concerning economics which is to be available on a CD-ROM in the Dutch language.

This is really quite a simple search, but very difficult to perform when using traditional tools. In I'M Guide, the search can be done in a split second; the system will inform you of how many such products can be found, and show the following data on each product.

- NA : (FISCALE TIJDSCHRIFTEN)  
Fiscale Tijdschriften
- CT : LAW;FINANCE
- AB : Opgenomen zijn alle publicaties uit de volgende tijdschriften: Vakstudie Nieuws, Weekblad voor Fiscaal Recht, Fed's Fiscaal Weekblad, Informatiebulletin van de FIOD en bovendien de Openbare Aanschrijvingen van de Belastingdienst (deze tijdschriften zijn ook onderdeel van de Fiscale Bibliotheek.
- PRTY : Full text database
- UPD : Weekly
- LA : DUTH
- DBPR : (KLUWER) Kluwer Datalex
- ME : CD-ROM
- CDPROD: KLUWER
- CD : (FISCALE TIJDSCHRIFTEN)  
Fiscale Tijdschriften

If you are now interested in obtaining the CD-ROM, all you need to do is search for "Kluwer", the name of the

producer/distributor, and the I'M Guide will give you full details. This would appear as follows:

- NA : (KLUWER) Kluwer Datalex
- ORTY : Host  
Database producer  
CD-ROM producer
- ADDR : Postbus 23  
NL-7400 GA DEVENTER
- CY : The Netherlands
- TEL : +31-5700-91243
- CP : Mr K.R.G. Kuipers

Now you have the full coordinates and can order your CD-ROM. When you are connected online to I'M Guide, the above data would be followed by a list of the databases and CD-ROMs produced and offered by Kluwer.

**Please note that the sample record featured above is simply an example of a typical search. The information may differ from that which appears in the database.**

For further details on the structure of the database please consult the INFO files (see also page 8). This can be done by typing INFO IMGUIDE, and then pressing your enter or carriage return key. Good luck with your search!

**NOTE:**

The I'M Guide exists to serve the needs of the electronic information market. As detailed in this article, every effort is made to ensure that the data are correct. However, given the vast and ever-growing amount of information which is featured in the database (in all nine languages of the CEC) I'M Guide may not always be accurate. Whether you wish to report an error or to give your general impression of the database, ECHO will always be grateful to receive your comments.

**I'M GUIDE**

**Your tool for keeping up-to-date with the information market**

# TED – an overview

TED is also offered by national commercial hosts in their native language. A list of such organisations may be obtained from ECHO.

This article attempts to answer some of the many questions concerning the TED database which the ECHO help desk receives on a daily basis.

## Why are public Calls for Tender so important?

The "single market" requires closer business relations between the Member States, which of course has necessitated all aspects of the market to be open to the European public in the form of Calls for Tender.

Whilst small tenders remain on a national or regional level, construction contracts worth more than 5 million ECU and supplies worth more than 200 000 ECU must be published in the Official Journal of the EC (see page 11). The tenders detailed in this publication are open to all organisations within the EC under the same conditions. Minimum deadlines of between 40 and 52 days (depending on the type of procedure) should provide enough time for all interested parties to prepare and submit an offer.

Following a GATT agreement, tenders issued by the EFTA countries, the USA and Japan may also be included in the Official Journal. This agreement currently obliges public authorities to publish Calls for Tender on supplies which are higher than 134 000 ECU. Relations between the EC and the ACP countries (69 countries in Africa, the Caribbean and the Pacific) result in an even higher number of Calls for Tender, which taken as a whole represent a considerable part of the Gross National Product.

## How are the public Calls for Tender published?

Today, some 200 Calls for Tender are published daily, comprising 100 pages of the Supplement S. This is a far cry from the days when the journal was simply a supplement of the L and C publications. The Supplement S is published from Monday to Friday, and can be ordered from the Office for Official Publications of the EC and its local distributors. Like its online counterpart, the journal is available in all nine languages of the EC.

## Why TED – Tenders Electronic Daily?

To regular users of TED, and regular readers of this section of ECHO Facts for Users, this question may not need to be asked. However, the advantages of online searching remain undiscovered by many people, who still prefer to wade through the pages and pages of information which may be delivered on their desks each day. TED is the acronym for Tenders Electronic Daily, and thus denotes the most important aspects of TED: the database contains Calls for Tender, the selection may be done electronically, and the update is daily.

## Which access possibilities to TED exist?

The user may search interactively by computer connection to the ECHO host in Luxembourg. This requires a connection via the computer (PC or terminal) used to a data network (X.25 standard) or via telephone network to Luxembourg. The database can then be searched using the CCL (Common Command Language) or via menus. For those users who neither wish to use the online version of the database, nor wish to receive the printed version, a profile service is offered by ECHO. The user will receive, on request, a profile list from which he/she will choose the subject terms which are relative to his/her company's needs. From this list a search strategy will be compiled, and as soon as a Call for Tender appears in the database which fits the description of the search strategy chosen by the user, it will be automatically faxed or telexed (depending on which method is preferable to the user). The question of which service to use can be simply answered by assessing the needs of the organisation involved. If the search subject often varies, or if the searches are only made on request, the online service will be of the greatest benefit. However, if regular information is required on a subject which never varies, the profile service will better suit your requirements.

## How can TED be searched?

It is easy to be daunted by the number of information fields contained in the TED database, which appears to be hindered further by the quantity of records stored. However, this should not be the case, as the data are extremely well-defined, with online info files (see page 8) and documentation available in order to assist the user. Most subjects can be classified under five categories which are often used in documentation practice.

- personality (people, companies etc.)
- objects
- space (geographic coverage)
- time
- energy (action, aspects)

The TED database is no exception to this rule.

## Searching for personalities

All Calls for Tender are issued by a public authority whose name is mentioned in the TEXT field. Users may search for this information in the AU field along with the name of the authority. As there may be different divisions of one authority it is strongly recommended to first display a list of the authorities, for example a list of the different sections of the authority SNCB may be found by typing the command

**D SNCB**

## Searching for objects

The title of the Calls for Tender and the section of the text which names the product required can be searched in free-text. This means that the user may search for any word which occurs within this text (e.g. medicine, bridge, chairs). Some products may be classified under one name only, whilst others may be categorised under one main theme, but may have different names. For example, a search for wooden furniture may require the user to exhaust all aspects of this subject – e.g. chairs, tables, cupboards etc. In order to make the search highly accurate all the objects mentioned in the TED database have been given a classification code which groups them into product groups. For example, the subject code 4670 contains all documents relating to wooden furniture.

## Searching for space (geographical coverage)

Calls for Tender may be selected by individual countries (e.g. Finland,

Germany) or by country groups (e.g. EC, EFTA). The command **D CY=\$** will prompt the system to produce a list of available countries and country groups. It is also possible to search for particular cities, in the free text or in the title field e.g.

#### F PARIS

or

#### F PARIS/TI

However, it is always advisable to check whether the spelling of the city appears in different languages so that the correct information is selected. This can be done by typing, for example:

#### D ATHEN

This will produce a listing which will allow the user to select records which may obtain the English and the French spelling of the word ATHENS.

#### Searching for time

Each Call for Tender published in the database is dated as soon as it is made public. The dates specified within each are crucial to the user, and three date fields can be found in the database, namely: the date of publication (PD), the last date of ordering the specifications of the tenders (DD), and the deadline date for the submission of an offer (DT). The dates are arranged in the format of YYMMDD in order to allow numerical searching. If, for example, a user conducts a search on May 20 1992 in order to retrieve all Calls for Tender whose deadline date is later than one month, he/she would type the following command:

#### F DT>920620

The user who saves a search, logs on regularly and wishes to restrict the search up to the date of the last logon can do so by using the publication date field.

#### Searching for energy (actions and aspects)

There are seven fields in TED which give details of different legal aspects of Calls for Tender. These include:

#### Type of document (TD)

Only half the documents in the database are Calls for Tender. The remaining half of the data comprise, amongst others, pre-information, additions to tenders which have already been published and finally contract awards (see ECHO News

1/92, page 5). The documents also include new codes for "concessions" and "contracts awarded by the concessionary". Concessions differ from Calls for Tender in that they are long-term contracts, rather than a one-off contract. In other words, a contract issued for the running and management of a parking lot is classed as a concession. If a concessionary issues a Call for Tender for the renovation of this parking lot, it is classed as a contract awarded by the concessionary.

#### Nature of contract (NC)

This field allows you to select tenders on either construction or on supplies. This is vital information for those users who wish to specify which Calls for Tender are relevant to the product or service offered by their organisation. In 1993, two more areas which have been excluded to date will complete the regulations namely "water, energy, telecommunications and transport" (see ECHO News 1/91) and services. The first services are already available but are issued mainly from the EC institutions. Readers of ECHO Facts for Users will be informed as soon as changes are due to be made to these regulations in TED.

#### Type of bid (TY)

This field specification allows the user to see if the tender is divided into one lot or several lots. This is particularly interesting for smaller organisations which do not have the budget to invest in an entire Call for Tender but which are interested in bidding for one section. Typing:

#### F TY=2

will select those Calls for Tender which are split into lots.

Users may also select the regulation of procurement (RP), the type of awarding authority (AA), the awarding criteria (AC) and the type of procedure (PR). The **DISPLAY** command will provide a list of possible codes, and typing:

#### D TY=\$

will display a list of possible types of bids.

#### How can different criteria be combined?

Use of the boolean operator **AND** will allow different search strategies to be combined. Here is an example of a simple search strategy using the **FIND** commands:

**1.0000 F CY=(BE or FR)**  
**2.0000 F CC=4670**  
**3.0000 F TY=(2 or 3)**  
**4.0000 F TD=3**

This search will find all Calls for Tender (TD 3) in different lots (TY 2 or 3) for wooden furniture (classification code 4670) from France or Belgium (ISO country codes FR or BE). These aspects can then be combined with the search numbers given for each **FIND** command. Typing:

#### F 1 and 2 and 3 and 4

will produce interesting results.

#### Perhaps you would like to try to answer the following questions:

- which Calls for Tender deal with clothes available in the EC countries?
- which construction tenders for bridges or tunnels are planned by Denmark?
- which tenders on supplies for hospitals in an EFTA country are divided into several lots?
- who has been awarded Calls for Tender for wooden furniture in Europe?
- what is the average price for leather clothes which was paid by public authorities in Spain, France and Sweden?

#### How can documents be read?

The **SHOW** command allows documents to be viewed in standard format. If, however, the address of the awarding authority is required or the complete information of a tender is needed, simply type:

#### S F=ALL

A brief overview of the document can be obtained by typing:

#### S F=SHORT

or even

#### S F=TI

(in order to view the title field)

The documents can be printed or downloaded if you start your printer or open a file within your software system before executing the **SHOW** command.

#### What are the costs of using TED?

The price for online use of the TED database has been fixed at 42 ECU per connect hour (with no document charges). A typical search ranging

between five and ten minutes costs around 3,50 to 7 ECU, meaning that if the database was used each day this would cost 100 ECU for one month – if in this time you have found one successful Call for Tender or business contract, the money was indeed well invested!

The profile service requires you to pay for each document received. This service ranges from 2 ECU for short-version texts to 7 ECU for the full text. For both online and profile services there is a free introduction phase for European countries. One month's free access is given for the online version, while the first 20 short format documents of the profile service are issued without charge to the user.

For further questions on TED, please contact the ECHO help desk:

+352-34981-200 (or use our free-phone service).

## The INFO files – your online help desk

Since the first article detailing the use and structure of the **INFO files** was published in ECHO News (3/91), it appears that an ever increasing number of users are finding out just how beneficial the files can be.

Consulting the INFO files may save an enormous amount of time during an online search, for they provide detailed information on topics such as:

- the CCL commands
- Database structure and search tips
- ECHO activities
- Documentation issued by ECHO.

Perhaps it is the fact that the INFO files are constantly amended and updated which has made them so popular. If, as a new ECHO client, you are awaiting delivery of your User manual, you may be interested in consulting the INFO file dedicated to the use of the CCL – **INFO CCL**. This will provide a stop-gap until you receive your new, updated manual. **INFO OTHERS**, the last INFO file to complete the INFO CCL section, has been implemented recently. This file complements the previously mentioned INFO CCL in that it provides details on all commands, rather than just the basic DISPLAY, FIND and SHOW methods.

One INFO file which is immediately on display for all users, and which

perhaps is one of the most important, is the **STOP PRESS** file. This informs the user of news ranging from the launch of a new database to menu/logon changes and other temporary information.

**INFO DOCUMENTATION** currently completes the INFO file list and contains details on the documentation and training material which can be obtained from ECHO.

Both the English and the French versions of the files are complete and are updated regularly. However, whilst the Spanish, Italian, Dutch, Danish and Greek versions are available, they are not yet complete, due to the time needed for translation purposes. If any file is temporarily unavailable, it will be displayed automatically in English.

A complete set of INFO files written in the German language is soon to be placed online, and the Italian and French versions are available in rich characters.

Choosing the first option within the ECHO main menu (entitled "general information") will give you immediate access to the files. Users of the CCL simply have to type the command INFO INFO at the ? prompt, and a first list of INFO files will appear on the screen.

If you have not yet consulted ECHO's "online help desk" now is the time to do so, and if you have any suggestions to make or queries regarding structure or content of the INFO files, please do not hesitate to call.

ECHO can be accessed via videotex from ten Member States. Here's how to do it!

### BELGIUM

Protocol	CEPT2/CEPT3
Service name	Videotex
Baudrate	1200/75
Telephone number	1310
Access code to ECHO	ECHO
To quit the system	*90

### DENMARK

Protocol	CEPT1
Service name	Teledata
Baudrate	1200/75, 1200/1200
Telephone number	179
Access code to ECHO	ECHOINFO
To quit the system	*90

### FRANCE

Protocol	CEPT2
Service name	Teletel
Baudrate	1200/75
Telephone number	3614
Access code to ECHO	ECHO14 (upper case)
To quit the system	FIN or *9#

### GERMANY

Protocol	CEPT1
Service name	Btx
Baudrate	1200/75
Telephone number	190 (in every city)
Access code to ECHO	*33255#
To quit the system	*9#

### IRELAND

Protocol	CEPT3
Service name	Minitel
Baudrate	1200/75
Telephone number	18012111
Access code to ECHO	ECHO
To quit the system	*90 (local line)

N.B. Subscribers of Prestel may also access the system. For details please contact COGNOTEC +353-1-781033/93.

### ITALY

Protocol	CEPT2
Service name	Videotel
Baudrate	1200/75
Telephone number	*1651
Access code to ECHO	*6996#
To quit the system	*123#

### LUXEMBOURG

Protocol	CEPT1
Service name	Videotex
Baudrate	1200/75
Telephone number	0713
Access code to ECHO	*1370#
To quit the system	*9#

### THE NETHERLANDS

Protocol	CEPT2, CEPT3 ASCII
Service name	VideotexNet
Baudrate	1200/75, 1200/1200, 2400
Telephone number	067100
Access code to ECHO	ECHO#
To quit the system	*90

### PORTUGAL

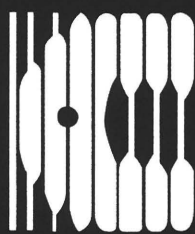
Protocol	CEPT1/CEPT2
Service name	Videotex
Baudrate	1200/75
Telephone number, access code etc. in preparation.	

### SPAIN

Protocol	CEPT1
Service name	IBERTEX
Baudrate	1200/75
Telephone number	031
Access code to ECHO	*2160234014#
To quit the system	*9#

UNITED KINGDOM: In preparation.





C O R D I S

## Achieving objectives – the CORDIS service

### ■ Introduction ■

In recognition of the need for information pertaining to Community Research and Technological Development, CORDIS (Community Research and Development Information Service) was launched as an initiative of the **VALUE** (Valorisation and Utilisation for Europe) programme in December 1990.

The objective of the CORDIS service is to "disseminate public information on and about all Community R&D activities, for the purpose of enhancing awareness on these activities, assist interactions and cooperation among individual programmes and their participants, and help promote co-ordination with similar RTD activities in Member States."

Less than 18 months since the official launch of the service and indeed its first databases, CORDIS has certainly achieved this objective in so far as the information it provides is concerned, and looks set to continue along the steady road of success. The need for and appreciation of the information it provides are reflected in the steadily increasing use of the system, as shown by the monthly user statistics.

During the early months, more than 50% of ECHO users had requested passwords for accessing the service from the outset. Now there are some 3 000 ECHO clients registered for the use of CORDIS. In March of this year alone passwords for the service were issued to around 250 users.

CORDIS serves the needs of industry, educational institutions, administrative sectors and above all research and development organisations. Figures relating to the industrial sectors are more than encouraging. A total of 15% of users work within the industrial sector, of which 40% are small enterprises. These figures alone prove that CORDIS is already meeting one important facet of its objective. Statistics detailing the service's customer groups are portrayed in graphic form on page 10.

### ■ In all Member States.... ■

CORDIS promotes its activities through representation at various exhibitions and trade fairs held throughout the Member States, and of course through ECHO awareness courses. To date, the highest numbers of registered users are located in the United Kingdom (21%), Germany (20%), Belgium (15%) and France (12%). The EFTA countries comprising Austria, Finland, Norway, Sweden and Switzerland represent a small, but evenly balanced level of users.

### ■ To assist interactions and cooperation..... ■

With over 600 hours of connect time and a total of 4 000 logons per month, the CORDIS service is certainly widely used and is continuing to grow steadily. To date, highest usage is registered in the United Kingdom and Belgium (including CEC officials), with the most popular databases including RTD-Projects and RTD-News. The RTD-Partners, launched in January, is already attracting an impressive number of users, proving that CORDIS is providing the Member States and EFTA countries with information which promotes collaboration of individuals and enterprises – an invaluable tool in the light of the internal market.

The series of CORDIS databases now comprises eight out of nine of the complete set, with the RTD-Infopoints the last to be implemented. Details on this database will be announced in this publication. A total of 16% of connect hours has been accumulated in the research sector. Overall industry represents 8% of the usage time, with large and small industrial organisations totalling 41% and 36% respectively of the total percentage.

### ■ Customer Support ■

All the CORDIS databases are supported by user documentation in the form of user manuals, leaflets, brochures and the like. More importantly, in order to answer specific questions relating to the service, users may reach CORDIS by dialling the number featured at the end of this article.

### ■ Customer Registration ■

In accordance with Commission policy, existing ECHO users and potential ECHO/CORDIS clients may only obtain a CORDIS password if they are located in a Member State or an EFTA country. Interested new users of CORDIS are requested to complete the coupon which can be found on page 9 and return it to ECHO. Existing ECHO users do not automatically have access to CORDIS, and are also required to contact ECHO in order to obtain the necessary forms. In this way the growth of the service can be closely monitored. To date, the service is free-of-charge (users are required to meet their telecommunication charges); however, at a later stage, the Commission reserves the right to impose a user charge which would partly cover administrative and operational expenses.



C O R D I S

I am interested in registering as a CORDIS user and wish to receive registration forms

Name .....

Organisation/Company .....

Address .....

City .....

Country.....

Are you an ECHO user? if so please provide your User Reg. No. 000

ECHO/CORDIS Customer Service, B.P. 2373, L-1023 Luxembourg.  
CORDIS-L fax (+352) 34 98 1248

■ User survey ■

In order not to lose sight of its objectives, and to remain in tune with the needs of its clients (existing and potential) the CORDIS service launched a user survey, which ran from September 1991 to February 1992. Extensive research into the manner in which the survey was to be conducted before it was sent to users has obviously paid dividends, for the user-feedback has produced invaluable information. Clients were divided into three categories, namely active, inactive and potential, each receiving a survey which related to his/her own particular status. The user survey has simply brought life to the statistics! Not only did a satisfactory percentage of those contacted reply (around 30%), but many also added written comments. A cross-section of those chosen to participate in the survey also agreed to speak directly to representatives of the CORDIS team. This immediately raised one comment – that the person registered to use the databases is often not the end-user! The few negative comments received related mainly to the teething problems any relatively new service encounters, and will result in positive action from the CORDIS team.

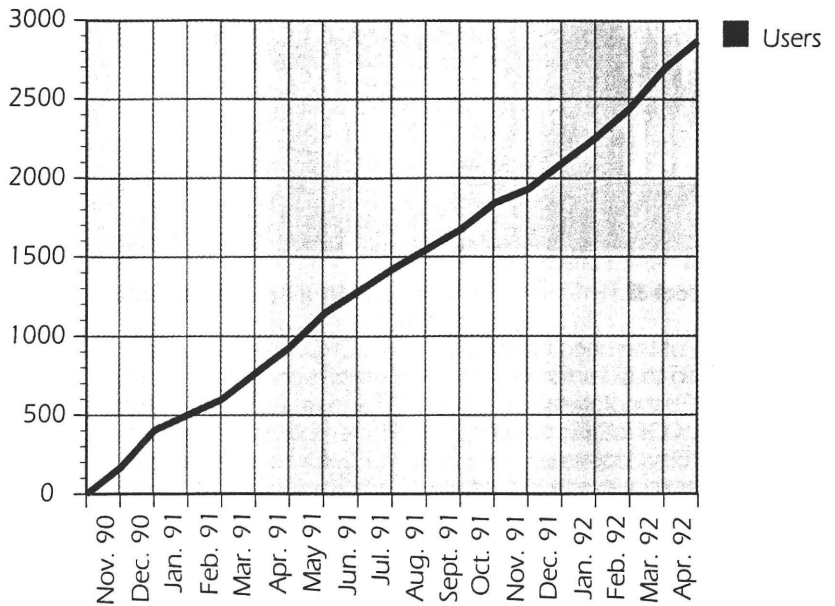
■ Conclusion ■

Through CORDIS, online access to diverse sources of information is made possible throughout the Community and EFTA countries. The service is soon to be complemented by CD-ROMs, a PC (Personal Computer) interface and other similar products. Judging by the current user statistics and the response given to the User Survey, CORDIS is certainly serving the needs of its clients. Through this service users are able to benefit more readily from Community programmes and projects, order official publications within seconds, find new research partners and benefit from the information made available by the European Commission.

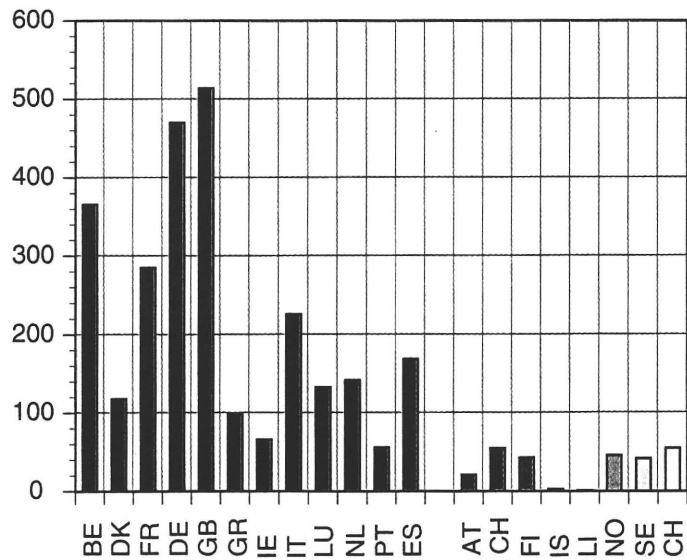
If you require further information contact CORDIS on:

Tel.: +352-34981-240  
Fax: +352-34981-248.

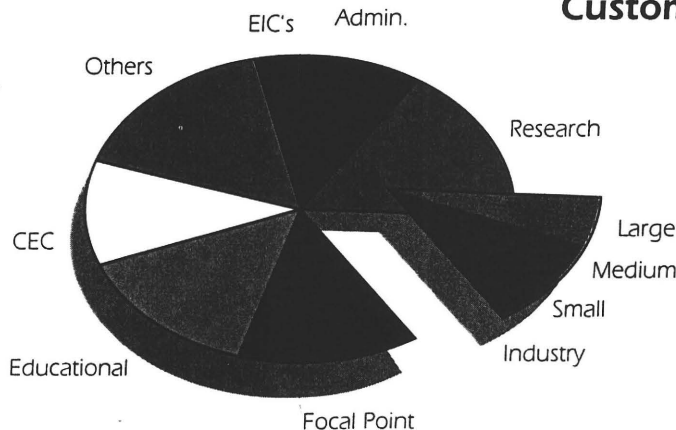
Registered User Growth



Registered Users  
(By end of Apr 92)



Registered Users/  
Customer Group  
(Apr 92)



## Snel en betrouwbaar ECHO gegevensbanken raadplegen vanuit Nederland

Hier behandelen we de twee goedkoopste en gemakkelijkste mogelijkheden om met een communicatieprogramma, een modem en een telefoonaansluiting de gegevensbanken van ECHO te raadplegen. Deze zijn via een direct telefoonnummer (dus via het internationale telefoonnet) of via Datanet 1. De voor- en de nadelen zullen we hieronder kort behandelen.

### 1. Toegang via het internationale telefoonnummer +352 436428 (met 300 bit/s) of +352 420347 (1200 bit/s).

Met deze methode gebruikt men het internationale telefoonnet en dus ook het tarief voor een telefoonverbinding met Luxemburg. Dat kan afhankelijk van de tijd wel oplopen. Ook kan het geruis in deze verbinding wel eens "parasieten" in de gegevenstransmissie veroorzaken. Daarbij komt dat ECHO maar twee nummers bezit en deze overdag meestal bezet zijn. Voor een gebruiker die niet al te vaak in de gegevensbanken van ECHO zoekt en die het niets uitmaakt dit s'avonds te doen, is deze methode voldoende.

### 2. Toegang via Datanet 1 met de NUA van ECHO 270448112

Het alternatief tot methode 1 is de gekozen aansluiting via Datanet 1. De kosten daarvoor zijn de maandelijkse kosten (25 gld) en oproepkosten (6 ct), minuutkosten (11,75 ct) en segmentkosten (0,7 ct) (tarieven geldig voor Europa). Hierbij kiest men een centraal nummer die verder verbindt met een z.g. PAD waardoor men via Datanet 1 bij ECHO kan inkiezen. Deze methode is snel (tot en met 2400 bit/s) en betrouwbaar. Ook is het goedkoper bij vaker gebruik en bij ECHO staan 40 ingangen ter vervoeging zodat ook hier geen probleem bestaat. Voor meer informatie over Datanet 1 contacteer:

Harry Groen  
PTT-TELECOM  
BNWD  
Veraartlaan 12  
NL - 2288 GM RIJSWIJK  
Tel: +31-70-3431885

## The Office for Official Publications – Serving the European public

Continuing our series covering the European Communities' common stand, we now take a look at the Office for Official Publications (OPOCE) – the database producer of TED.

The Office for Official Publications of the EC was established in 1969 as the official publisher for all the institutions of the EC. It began publishing in four Community languages and today produces publications in all nine official EC languages – the only publishing house in the world to publish in nine languages on a daily basis.

Since the Office was established, it has catalogued the major part of the documentation produced by the Community since the signing of the Treaty of Rome.

Documents produced by the Office are available not only in printed form but also on microfiche, online, on magnetic tape, on diskettes and on CD-ROM. Given the sheer volume of publications produced by the OPOCE, it is anticipated that an ever-increasing number of documents will be stored and made available online.

The publication produced by the Office and best known to ECHO users is, of course, the Official Journal of the European Communities. The L edition of the Official Journal may be obtained on microfiche as well as in printed form, with the table of contents accessible online for consultation. The availability of the Official Journal is of the utmost importance, as all new EC legislation must be published in it before becoming legally valid in the Member States.

However, the Official Journal, which consists of two editions, the L (legislation) and the C (Information and Notices), should not to be confused with its Supplement, known as the S journal. Regular users of TED (Tenders Electronic Daily – see page 6) will recognise the Supplement as being the printed version of the database hosted on ECHO and, of course, produced by the OPOCE. In the interests of fair competition, this important publication was made electronically avail-

able to make the contents accessible to all subscribers – in whichever country they are located – at the same time, as well as to reduce the time it took to reach them.

The production of both the Official Journal and the Supplement can be likened to that of a daily newspaper, the only difference being that these EC publications must be translated into nine languages before release – no mean feat!

No matter what subject, no matter what European language, the OPOCE has documents of interest to each and every European citizen. The Office tends to deal with documents falling within the three categories economy, society and science. The subject areas cover:

- Institutional questions
- Customs union and commercial policy
- Agriculture, silviculture and fisheries
- Employment and labour
- Social questions
- Laws and procedures
- Transport
- Competition and undertakings
- Finance
- Economic questions – consumer
- External relations
- Energy
- Regional policy
- Environment
- Scientific and technical research
- Information, education and culture
- Statistics.

Easy reference and sorting are achieved by a coding system. OPOCE publications dealing with science and technology are listed in the title **Euro-abstracts**, which is also available online here at ECHO under the CORDIS service (RTD-Publications, poolkey EABS), from which users may order documents of interest to them contained in Euro-abstracts. Local agents, situated in all 12 Member States, provide clients with EC documents in their own currency. An added advantage of ordering direct from a national office is that less time is required for mailing.