ECHO

FACTS FOR USERS

INFO2000 documentation available on CD-ROM

The INFO2000 CD-ROM – an invaluable source of documentation relating to the programme – is to be launched during the Online Information 1996, exhibition, London, during December.

The CD-ROM contains a set of documents in different EU languages in the form of PDF (Portable Document Format) files. All files are indexed which allows for quick location of the required document.

The CD-ROM uses the ADOBE Acrobat Reader and Acrobat search software which enables the user to view, navigate and print the files on demand at the click of a mouse. The CD-ROM offers the user the possibility of:

- Searching via keywords and other options to instantly access required information
- Restricting the search on a specific linguistic version
- Accessing Web sites or sending a mail message by selecting the weblinks included in the PDF files.

Details on the content of the CD-ROM will be provided in issue 1/97 of ECHO Facts for Users.

European Parliament on the web

The European Parliament now has its own specific web site:

http://www.europarl.eu.int/sg/tree/en/1a.htm

In this issue:

Strategic Developments for the European Publishing Industry towards the Year 2000

"Electronic publishing is the pacesetter for quality on the way to the Information Society". This is one of the key messages of a new study entitled "Strategic Developments for the European Publishing Industry towards the Year 2000". The study was presented at a Meeting of Heads of European Publishing Houses and Related Industries, held on 2 October 1996 during Frankfurt Book Fair. The study is published in the context of the INFO2000 programme, which was launched on 20 May 1996 on the initiative of Commissioner Bangemann. INFO2000 aims to stimulate the development of the European multimedia content industry, and is a key element in Dr Bangemann's information society initiative.

The study has been produced by Andersen Consulting (Germany) with the assistance of Ienm (Institute for Information Economy and New Media, Austria). Central to its findings are the developments in the field of online publishing and the explosion of Internet-based services that use the World Wide Web. The study outlines the options for strategic positioning to enable the European publishing industry to remain ahead of its competitors as we approach the 21st century. It contains an in-depth analysis of the opportunities now presented by online publishing, and highlights the importance of content providers in driving the business for the information services market. Commenting on the findings, Robert Verrue, Director-General of DG XIII, says: *"The study clearly shows the opportunities open to the publishing community in the new digital age. The good news is that European publishers can profit extensively from this transition from scribe to screen".*

Publishing markets are diverse, not just across the Member States of the European Union, but also according to content sectors and types of audience. Newspaper, magazine, STM, book, game and corporate publishers will have different audiences, customer needs, distribution, revenue structures, and business sizes. The new study offers strategic insight and guidance for each of the key stakeholders in the future electronic publishing market.

Regulatory recommendations at EC and Member State level

"Europe's competitiveness in electronic publishing requires a better integrated media and telecommunications policy".

National governments should create a favourable framework for electronic publishing (EP) by means of adequate regulation. They should stimulate infrastructure availability and initiate content development programmes for education, professional knowledge and national cultural heritage.

The European Commission should coordinate regulatory change by defining regulatory directives. It should also establish an initiative to create an end-to-end platform for high-value content, including copyright and payment systems, content operability, and media-rich content. This could help close the innovation gap with the US and create significant employment opportunities. The European Commission could act as facilitator by bringing the relevant industry players together for such an initiative.

Forecasts of sector growth

"The electronic publishing share of the print market by 2002 will range between 5 and 15%, and be worth from 8.8 to 12.4 billion ECU, depending on the type of publication and user acceptance patterns".

A prognosis on future market size is very difficult, if not impossible, given the many foreseeable developments and the often unpredictable behaviour of users. A justifiable estimation therefore takes a best and worst case scenario to forecast market sizes for different types of electronic publications.

Impact on employment

"As it increasingly gains market share, the electronic publishing industry will become an important employment market for the future".

It is predicted that about one million new multimedia-related jobs will be created in the 15 EU Member States within the next ten years. The demand for content creators and developers is expected to show the highest growth rates (+95% until 2005). Medium-sized regional newspapers maintaining an online service are already starting to employ between three and 20 people extra, depending on the scope of the service.

Publishers' know-how can play a key role

"The growing sense of online community is frustrated by an inability to find related content easily".

Publishers' experience in creating a sense of a shared community of interest, in segmenting audiences, in tailoring content to meet and drive demand, and in building brands will give the industry an edge over other content providers. If these skills are not applied to cyberspace, problems of information overload and disorientation will increase, curtailing the growth of the Internet and its role in the Information Society of the future.

How publishers must switch business focus to service new audience types

"Publishers will need to change their whole business focus from production to customer service in response to the new concepts of readership which electronic publishing has created."
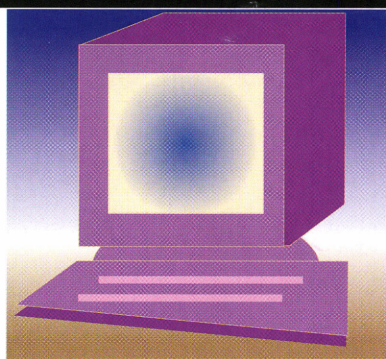
New communities based on interests, needs and lifestyles are emerging, and audiences are defining themselves as groups of individuals with similar interests who can interact online. Today's publishers see their business as formulating and distributing fixed content to preset deadlines. In the future, electronic publishers must focus on integrating their content with services, customer-driven product tailoring, the brokering of information, and "retail" transaction facilities. Users will be attracted by EP products that offer a time/cost benefit over print, i.e., better information for less effort. In the case of leisure information, users expect low-cost, easy-to-use services.

The value of interactive audiences to advertisers

"To regain advertising share from television, publishers are establishing electronic interest communities which will offer them the chance to gain unprecedented contact with end-users, and in turn bring higher advertising revenue and commissions".

Rather than cannibalising their traditional market, the study sees electronic publishers becoming a threat to traditional broadcasters. Digital television will bring many more targeted programming channels. However, it will not be able to provide the levels of value offered by EP to end-users due to its mass-market economics and starkly limited interactivity. As electronic publishers leverage their brands to create focused online communities of high value to advertisers and users, the study predicts a gradually increasing market share of electronic advertising versus TV.

Future revenue streams dependent on audience type

"Premium services for professional and special interest users will generate subscription fees, while services for leisure users will be financed by personalised advertising and commissions".

The study shows a high level of agreement that consumers will not pay for basic content such as general news, local newsgroups, or classified services. The majority of services for the mass market will therefore need to be advertising-financed.

Commissions from online transactions are expected to become a second important revenue stream. For the mass market, subscriptions will play only a minor role. However, premium services for professional and special interest users will generate significant subscription fees and be less advertising-dependent.

Advertising customers become competition

"Electronic publishing will blur the boundaries between independent content and advertising. Publishers are bypassed by advertisers who build direct links to customers".

The study also identifies threats confronting publishers on the Internet. EP users accept informative and attractive advertising as acceptable online content. Therefore, for the first time, publishers will be facing competition from their own customers. To overcome this, publishers must focus on their traditional skills in serving communities of interest, creating quality content, and branding.

CD-ROM
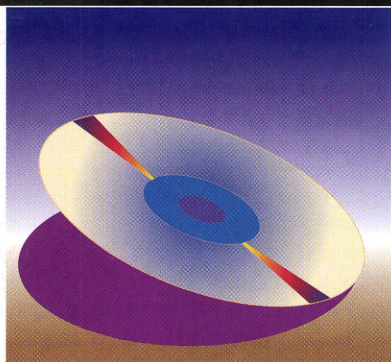
The technological window which publishers must exploit
"Electronic publishers will benefit from a head start on their competitors in building customer loyalty".

There is a potential strategic gain in taking early advantage of recent technological developments. Terrestrial broadband infrastructures will not be widely available until 2005, except in a few urban areas, due to the enormous investments required for services such as video-on-demand. Publishers must therefore use hybrid broadcasting and online systems as well as the Internet to offer personalised content and services.

Early entrants will benefit not only from decreasing operational costs, but also a head start on their competitors in building customer loyalty and the necessary technical sophistication to offer advanced electronic publishing services.

Electronic publishing is likely to become a strategic cornerstone for economic survival within the next 5-8 years. Players that make no effort to get involved will see the window of opportunity closing.

The approach used

The study was carried out by Andersen Consulting with the assistance of Ienm (Institute for Information Economy and New Media) and involved over 60 European companies in the publishing, media, hardware and software sectors. The results are based on extensive research and a large number of interviews with publishers in Europe, the USA, Canada and Japan, as well as several workshops with industry experts. A Steering Committee, composed of representatives of the industries concerned, provided the necessary guidance.

The conclusions and research findings of the study develop strategies for different publishing segments following a market and user demand-driven method which focuses on: market development, technology development and user behaviour. This leads to an evaluation of the options and challenges facing electronic publishing players, expressed in terms of marketing strategies, strategic roles for the industries concerned, and regulatory environment.

The conclusions have been condensed into theses on the fundamentals of electronic publishing; perspectives for the year 2000; and recommendations for different types of publishers and other stakeholders.

The follow-up

It is intended that the study will become an important focus of discussion for the industry throughout the European Union in order to develop a coherent, user-driven view of the emerging multimedia market. To achieve this, the Commission will disseminate the study as widely as possible to decision-makers throughout Europe. In this way, the study will help to catalyse the necessary change that will contribute to the establishment of a dynamic multimedia content market in Europe.

Further information

The Executive Summary or the Full Report (print version or CD-ROM in English, French and German) can be obtained from the National Awareness Partners.

The cost of the study, excluding VAT, is as follows:

Full Study (print version):   75 ECU
CD-ROM   75 ECU
Combined package (Full Study and CD-ROM)   100 ECU.

The study will be presented at the EC Information Services and Sources Meeting on Wednesday, 4 December 1996 (please see page 12).

Further information can be obtained from:

INFO2000 Central Office, European Commission, DG XIII/E, L-2920 Luxembourg.

Tel: +352 40 116 2222.
Fax: +352 4301 32847.
e-mail: info2000@echo.lu

Access to ECHO and CORDIS via CompuServe

Following recent customer enquiries, prompted by the article which appeared in issue 3/96 of ECHO Facts for Users regarding CompuServe access to databases hosted on ECHO, we would like to clarify the following:

It appears that when CompuServe adds a new service to its existing ones the network users have to change their CompuServe user identification in order to access the service. This requires the user to contact ECHO for a specific user package prepared by the network to which they then have to reapply. The same procedure is required for new users.

ECHO feels that this administrative requirement is an inconvenience to our users, existing and potential, and it is this which has prompted the Commission to study the possibilities of discontinuing access via this network.

ECHO at Online Information '96 in London

ECHO looks forward to meeting visitors at Online Information '96 in London, 3-5 December 1996. We will be present on the EU stand (no. 54-55).

Presentations on the following projects will be given:

Tuesday 3 December 1996

11:30 Business and Industry: - NAUTIS: Exploiting information in the Marine Industry, Mr Jonathon Williams, Marinetech South Ltd.

Wednesday 4 December 1996

16:00 Geographic Information Systems - EURIPIDES: Painting Europe by Numbers, Mr Steve Power, MVA Systematics

We look forward to seeing you there!

Internet Connectivity

Following a number of help desk calls concerning the availability of ECHO/I*M Europe on INTERNET and the relevant performance of the different access routes we would like to inform our users on access problems which fall under ECHO's responsibility and those over which ECHO has no control.

The diagram below shows a typical Internet Connection of a user to a host (WWW, TELNET or other) and the relevant parties involved. It consists of the following sections:

1) The user's terminal is connected normally via a PTT line (dial-up or leased) to an Internet service provider (ISPx) . The ISP can act as a network provider or it might be a company buying connectivity from a network provider.

2) The ISP is connected via its access line to the world-wide Internet. This connection already presents the first potential bottleneck as the ISPs concentrate traffic on their access lines. The normal concentration rate is 4; however, rates of up to 8 and more exist and are applied. This means that for an ISP access line of, e.g. 256 Kbit/s existing capacity 1 Mbit/s respectively 2Mbit/s are sold to customers (hosts and/or users). As a result the real throughput capacity is in the order of 25% (respectively 12.5% if the concentration rate is 8). For end-user access sometimes the concentration rates are even higher.

3) The ISP then links its traffic to the world-wide Internet, where all the providers are mutually interconnected. At this point it is not transparent to the users (hosts and end-users alike). Gateways between the networks exist directly and indirectly (i.e. via another network). Some networks provide their interconnectivity via the United States of America (US), others directly in Europe. The network provider also dictates where the emphasis of connectivity (bandwidth and direct linking) is put (i.e. Europe or US). There are even network providers which have a priority for certain regions within a continent (i.e. Northern Europe, Middle America etc.). It must also be mentioned that if the data packets (the Internet transmission protocol is based on packets) are lost or damaged a retransmission has to take place. It is also clear that in normal cases the longer a packet "travels" around the network, the higher the probability will be, that it will be damaged i.e. the more directly the connection is effected the less the risk for damage and loss will be, i.e. for European traffic European connectivity is vital. Lost packets will cause additional loss of throughput and hence will result in a further transmission delay.

4) The fourth component is subject to the same restrictions as the second i.e. the host has the same shortfalls with respect to ISP and network provider as the user and the quality of this connection will add to the overall quality of the connection.

5) Finally, the host is also connected via the PTT to the ISP. In normal cases it will use a leased line of at least 64 Kbit/s to the ISP.

From the above, users may deduce that the responsibility of ECHO and for that matter the components which may be influenced by any service provider on Internet are limited. In addition it is very difficult to anticipate problems or shortfalls from certain countries or regions since the user has the choice of a multitude of ISPs operating in one country. It is therefore of utmost importance when reporting a low quality/low performance connection that the user mentions the following parameters:

- Country of origin
- Type of connection (i.e. dial-up or leased line) and speed
- Internet Service Provider (ISP)
- The time of day difficulties are experienced
- Average throughput rate (if known).

Only if the majority of these parameters are available are we able to trace the connection route and to try to analyse the reasons for the bad quality of the service. In some cases it may just be temporary deficiencies; in other cases there may be permanent problems due to the network topology for the specific case. ECHO will analyse the problem and provide the user with the result which will give him/her the possibility to discuss the problems experienced with the relevant Internet service provider.

In conclusion ECHO is only able to influence a minor part of an Internet connection to its services, i.e. the access speed of the line to the Internet purchased and the ISP chosen. It goes without saying that in the choice of an ISP the primary criteria for ECHO must be the overall network performance and, of equal importance, the European connectivity.

As far as the technical details are concerned ECHO has currently two Internet lines:

- 256 Kbit/s for the WWW I*M Europe (which is shared with the CORDIS server) and
- 128 Kbit/s for all the ftp traffic for CORDIS and ECHO.

The separation of the traffic brings advantages for the WWW users as ftp would normally use all the available bandwidth (i.e. currently not used) and hence WWW users would be disadvantaged.

By the beginning of 1997 the existing lines will be upgraded to 512 Kbit/s for the WWWs in order to prepare for multimedia transmitted via the server. The capacity of the ftp line will be upgraded to 256 Kbit/s in order to further improve service quality.

Please help us by providing constructive comments on how you, as an ECHO user, feel that we can improve our services – after all they are provided for you.
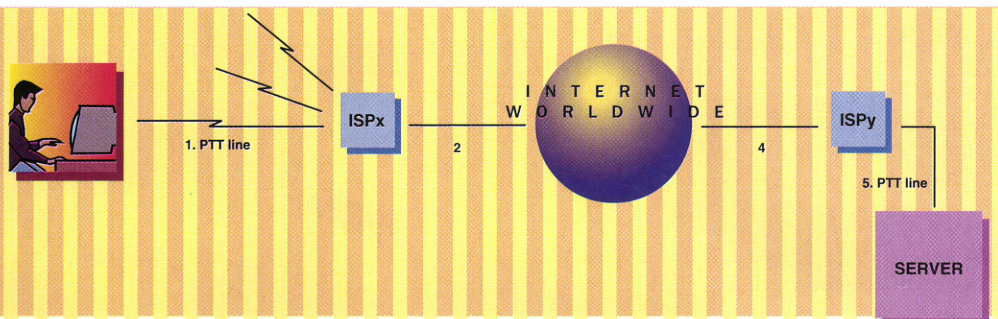
Gateway Profiles

We conclude this year's contributions from the TED Gateways with profiles from those situated in the Netherlands and Belgium.

Samsom BedrijfsInformatie

Samsom BedrijfsInformatie is a Dutch subsidiary company of the Wolters Kluwer Group, a multinational publishing company publishing actively in 22 countries. Wolters Kluwer has a sales level of approximately Dfl 4.2 billion and has some 14 000 employees.

In the Netherlands Samsom BedrijfsInformatie forms part of the Wolters Kluwer Business Publishing sector. This sector publishes information for industry, government, non-profit organisations and professionals. The leading product-market combinations are management, government, higher education, the medical, paramedical and pharmaceutical sectors, the social sciences, construction, electronics and electrical engineering, computerisation and information technology, logistics and transport. The information is published in the form of bound books, looseleaf booklets, journals, newsletters, magazines, year-books, newspapers, almanacs, CD-ROMs and databases. Forms and systems for efficient business management are also produced. Moreover, training courses and seminars are organized.

Within Samsom BedrijfsInformatie we can clearly analyse that the relevance of European law and policy programmes for the target groups of Samsom BedrijfsInformatie is still growing. It is for this reason that we are trying to accelerate our publishing activities in this field with a two-fold approach:

- We are developing independent products, for example on subjects such as Internal Market, Public Procurement, CE-mark, EU-funding, etc.

- We are linking relevant pieces of European information with existing product-market combinations. Our aim is to build a market position as the main provider of European information in the Netherlands.

From this point of view we are developing a scenario for the marketing of the Gateway databases. First of all we are creating as much awareness as possible for the information stored in all Gateway databases. Secondly, and perhaps more importantly, the individual databases will be linked with the specific need for information of different target groups which we try to define and describe as clearly as possible.

Since May 1996, Samsom BedrijfsInformatie has been the Gateway for the Netherlands of eleven databases of the European Commission. Besides an online connection with all the Gateway databases, Samsom provides presentations (free of charge), training courses and manuals.
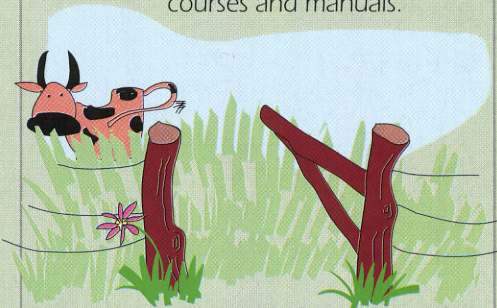
Plans for the future

In the near future we will try to integrate the Gateway databases in information packages specially tailored to the information needs of each target group, consisting of the following elements:

- A newsletter, to provide the subscriber with a frequent overview of the most important developments in the user's field of interest
- Reference information probably on the basis of a folio product
- Online access to the relevant databases targeted towards heavy users
- A document delivery system targeted to more moderate users

Samsom BedrijfsInformatie is very satisfied with the cooperation of the Office for Official Publications. We are confident that on the basis of this cooperation we will be able to improve our products in the field of European information and will add the most value for our clients.

For further information please contact:

Samson BedrijfsInformatie bv
Prinses Margrietlaan 3
NL-2404 HA Alphen aan den Rijn

Tel.: +31-172-466-552
Fax: +31-172-475-933.

BISTEL / CREDOC

The Belgian gateway is the product of cooperation between two long-established database distributors, Bistel (public sector) and Credoc (private sector).

Bistel (Belgian Information System by Telephone) is the Belgian Federal Government's electronic information system for distributing administrative, social, economic, legal and press information to Belgium's public sector bodies. It is a gateway to many databases on which the information is held.

Credoc (Centrum voor rechtsdocumentatie) is the information resource centre for lawyers in Belgium. It was one of Europe's first-ever database providers. The BJUS (Belgian case law and legal doctrine) database has been operating since 1968. Credoc also disseminates European Union information both as a document delivery system (photocopies of Official Journals L, C and S series, COM documents, MERGER, CONSLEG, ...) and as a gateway for the CELEX, RAPID, TED and other databases.

Amongst other services, the Belgian gateway provides dial-up access, demonstrations by appointment, and training tailored to user's needs. Bistel and Credoc also help promote databases through their joint participation in different events. The Belgian gateway will be exhibiting at the management and information exhibition, Data 97, on 5,6 and 7 February 1997.

Prime Minister's Office
Bistel Service
Wetstraat 16
B-1000 Brussels

Tel: +32 2 514 08 81
Fax: +32 2 513 48 92

Credoc ASBL,
rue de la Montagne/Bergstraat, 34,
B-1000 Brussels

Tel: +32 2 511 69 41
Fax: +32 2 513 31 95
E-mail: credoc@infoboard.be
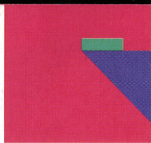
All you need to know about TED

Which Official Journals are produced by the EC?

Official Journal L / legal matters:

The L series 'Legislation' contains all the legislative acts and regulations whose publication is obligatory under the Treaties establishing the European Communities, as well as a large number of acts that do not carry a statutory obligation to publish.

Official Journal C / Communications:

The C series 'Information and Notices' covers a wide range of Union information, such as Commission proposals for legislation, reports of the progress of cases put before the Court of Justice, written questions put by the European Parliament to the Council and the Commission together with their relative answers; the current exchange rate of the European currency unit (the ECU); invitations to tender for agricultural and animal products; the annual report of the Court of Auditors; competition notices for job vacancies in the EC institutions, opinions of the Economic and Social Committee, etc.

Supplement S / Tenders:

TED – Tenders Electronic Daily database on ECHO is the online version of the Supplement S to the Official Journal of the EC.The database is available in all official EU languages (EN, FR, DE, IT, ES, PT, GR, NL, DA, FI, SV).

Tips: For more information on the other Official Journals connect to:

WWW server
http://europa.eu.int/en/comm/opoce/a3.html
http://europa.eu.int/en/comm/opoce/b2.html

ECHO server
INFO DATABASES

Which documents are published in TED?

TED contains different types of documents, the most important ones being calls for tenders, contract awards and pre-information notices.

State authorities publish Calls for Tender foreseen in their annual budget for each following year which exceed a certain threshold. Calls for Tender are classified by type of procedure. The main procedures are: open, restricted, accelerated restricted and negotiated procedures respectively. The open procedure must be used as a default and if the awarding authority wishes to follow another type of procedure its choice must be justified. After the final closing date of the Call for Tender, the awarding authority publishes a "contract award" which should indicate the name of the contractor, the regulations which have been laid down for the contract and its market value. Added to the above-mentioned documents other types exist such as amendments, further indications and information. Documents published

within TED and the Supplement S comply with international regulations, the most important of which are EC and GATT regulations on the internal market. Added to these are documents issued by the European Institutions.

1.EC DIRECTIVES

Four types of procurement are regulated for procurement entities by the European Commission:

1. Works directive (71/305/EEC, modif. by 93/37EEC): Calls for Tender which are valued above 500 0000 ECUs.

2. Supply directive (77/62/EEC, modif. by 93/36EEC): Calls for Tender whose value is above 200 000 ECUs

3. Services directive (92/50/EEC) as from 01-07-93: Any Calls for Tender with a threshold level above 200 000 ECUs are legally bound to be announced on the database.

4. Utilities (93/38/EEC):
Supplies and services in the sectors of water, energy, transport: tenders exceeding 400 000 ECUs
Supplies and services in the sectors of telecommunications: 600 000 ECUs and Works: Calls for Tender from 500 0000 ECUs.

It is the norm that supply tenders issued by the state which are equal to or which surpass an estimated amount of 750 000 ECUs require the publication of a pre-information notice. The threshold level for works contracts is 500 0000 ECUs. All threshold levels do not include VAT. Since 1-1-1994 the EC directives are applicable to all countries within the EEA (European Economic Area).

2.GATT

Supply contracts under the GATT agreement have slightly flexible threshold levels as this is constantly revised. The threshold level, established in 1994, is 128771 ECUs (excluding VAT - Central Government only). Please note that not all GATT countries are obliged to publish Calls for Tender; only those who have signed the "GATT agreement on Public Procurement" must announce tenders.

3.EUROPEAN INSTITUTIONS

Calls for Tender issued by projects financed by the European Institutions, in particular the European Investment Bank (EIB) and the European Development Fund (EDF), are published in TED. Countries which are most concer-

ned are those within the ACP (69 countries in the African, Caribbean and Pacific regions) and Eastern European countries. Calls for Tender in the framework of Community programmes (Sprint, Impact, Esprit, Eureka etc.) as well as other important tenders for European Institutions in general (such as constructing offices for the Court of Justice, providing chairs for the European Parliament etc.) are published in TED.

Tips: For more information on TED in general

WWW server
http://www.echo.lu/echo/databases/ted/en/tedhome.html

ECHO server
INFO TEDFIELDS

How can I obtain tenders?

The "search" principle: – users access TED themselves and search actively for tenders

Tips: For more information on the "search" principle – see "How can I connect to TED"?

The "get" principle: – users ask an official TED-Alert Agent to carry out the search on their behalf. Tenders are disseminated via e-mail or fax as soon as a tender matching the user's profile is announced.

Tips: For more information on the "get" principle – see "The TED-Alert service".

How can I connect to TED?

The Office for Official Publications of the European Communities (EUR-OP) – which is in charge of the commercial distribution of Community Information in printed and electronic form – has introduced a unified policy for the on-line access to all payable databases.

Consequently, access to the TED database is provided via national technical gateways only, who also take care of the customer service, documentation, training courses and invoicing.

TED is accessible via the Network of National Gateways only from the following countries: Belgium, Germany, Denmark, Greece, Spain, France, Italy, Luxembourg, The Netherlands, Austria, Portugal, Finland, Sweden, United Kingdom, Canada, Iceland, Israel, Norway, Switzerland and the USA. If you are in a country which is not covered by a gateway, you may use TED directly on ECHO.

Tips: For more information on the national gateways:

WWW server
http://europa.eu.int/en/comm/opoce/b3.html

ECHO server
INFO TDGATES

What are the "CPV" codes?

The CPV – "Common Procurement Vocabulary" Codes have been set up by DG XV of the European Commission in order to identify more easily relevant products within tenders. The present CPV Codes (Version of August 1996) contain more than 6 000 product codes. The code number can be searched in TED in the PC field ("product code"), the code name in the PN field ("product name").

Tips: For more information on the CPV codes:

WWW server
http://www.echo.lu/echo/databases/en/ted.html#cpv

ECHO server
INFO TCPV

Where can I obtain a list of the CPV codes?

You may download and print a copy of the CPV codes from our Common Procurement Vocabulary Home Page; or you may search online free-of-charge in the TED-CPV database (BAS TCPV) or/and in the TED-Demo version (BAS TT92);

Tips: For more information on the TED CPV Home Page:

WWW server
http://www.echo.lu/echo/databases/ted/en/cpvhome.html

ECHO server
INFO TCPV
INFO TDCODES

The TED-Alert service

Users may prefer not to access TED online. A profile service via fax or e-mail is available. With the assistance of a network of Commercial agents, a profile designed according to your particular area of interest is defined and stored. The full tender will appear on your preferred output system (fax or e-mail) whenever tenders match your profile on a daily basis.

Tips: For more information on the national gateways:

WWW server
http://www.ip.lu/ip/tedagent.html

ECHO server
INFO TDAGENTS

How much does TED cost?

- The TED Demo and the TED CPV Databases are free of charge.

- TED Current and TED Archive are payable
  30 ECU per connect hour
  1 ECU per document containing the TX or OT field (or both) – includes output format "ALL"

  0,5 ECU per document containing the AU or CO field (or both) – includes output format "EXTRA"

- TED-Alert (document delivery)
  Fax: 5 ECU (Short format) and 7 ECU (Full format)

- E-mail: 3 ECU (Short format) and 5 ECU (Full format)

Tips: For more information on the cost of using TED

WWW server
http://www.echo.lu/echo/faqs/ted-faq.html#cost

ECHO server
INFO TDCOST

Is there a TED User Guide?

A TED User Guide is available for interested TED users.

Tips: For more information on the TED Documentation

WWW server
ftp://ftp.echo.lu/pub/ted/

ECHO server
INFO TDGUIDE

Please contact the ECHO help desk for further details.
Tel.: +352 401162 200
Fax: +352 401162 234
E-mail: echo@echo.lu

CORDIS

Community R&D Information Service

Complete EU R&D information services on the CORDIS Web

In a previous issue of ECHO Facts for Users (2/96), we announced the availability of the multilingual NEWS service on the CORDIS Web. To date, over 26 000 unique users have visited the NEWS service more than 60 000 times. The cumulative number of visits to the CORDIS Web site as a whole is more than 2.4 million (since January 1996).

As a result of this successful initiative, a new milestone in the R&D community has now been reached: **access to all the CORDIS databases via the WWW.**

Developed by the CORDIS team, the integral CORDIS Web now hosts all of the CORDIS services and offers to new and existing users the following:

- **Web platform solution.** The WWW is globally recognised as the most popular user interface for retrieving information in terms of economic access and ease of use.

- **Global access.** The CORDIS Web site may be accessed from any part of the globe. All a user needs to do is to open the URL: http://www.cordis.lu/. No password is required.

- **Common information source.** In a community composed of innovators, researchers, businessmen, scholars, analysts, etc., the integral CORDIS Web provides the best link to R&D information and the ideal communication channel between them and the EC. Furthermore, everyone is able to obtain core R&D information from a common and unique source.

- **Point and click access.** This type of access allows the user to have complete control of his information space. He has the possibility of moving around the integral CORDIS Web with a few mouse clicks. Point and click access is the best tool for querying any service without requiring any special knowledge.

- **Global searching and multiple selection indexes.** Search engines such as global searching and multiple selection in indexes are featured on the integral CORDIS Web. The former allows the user to search any combination or all of the services at once. The latter has been developed to enable dynamic searches for increased accuracy. The traditional task of information retrieval (syntax-sensitive query statements) has thus been eliminated and an inexperienced user has much more

chance of finding the information he requires.

The CORDIS global search page

An appealing feature when conducting the global search facility is the display of the total documents found in the databases searched. The user may view any document in any of the databases by simply pointing and clicking the desired option.

Anyone using the information service of the integral CORDIS Web will discover that the front-runner of the service is **NEWS**. By filtering out the details, **NEWS** keeps the user up-to-date and well informed of all newsworthy R&D items in English, French and German. The **PROGRAMMES** service includes information on programme implementation and the defined ways and areas of funding. **PROJECTS** provides details on individual project contracts carried out under the programmes. The purpose of the **PARTNERS** service is to help organisations identify suitable partners for collaboration or participation in EU projects, etc. Once the projects have reached their final stages of funding, the results and prototypes are recorded in **RESULTS**. Publications, studies, reports and scientific papers are recorded in **PUBLICATIONS**. That's not all: **CONTACTS** provides a listing of official contact points which are able to provide information, assistance or advice on EU R&D and related matters. Complimentary services are **COMDOCUMENTS** (provides details of important documents in the EU decision and legislative process which are the likely candidates for becoming programmes) and **ACRONYMS** (serves as a compact dictionary for programme/project acronyms or abbreviations).

As mentioned earlier, the integral CORDIS Web is the main information and communication link between the EC and the EU citizen. Check it out in action at http://www.cordis.lu/.
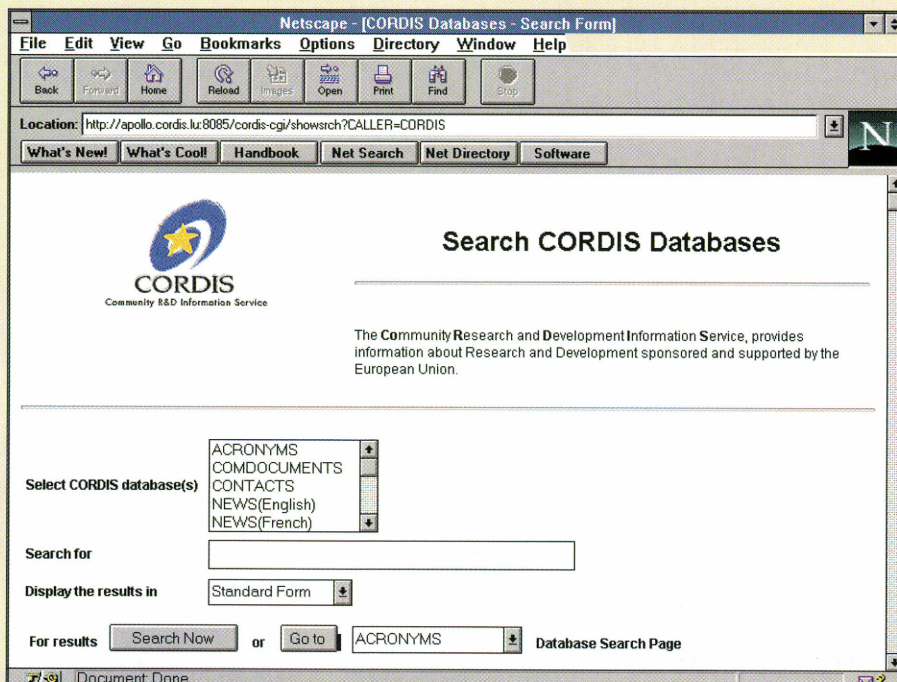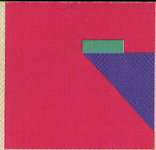
The evolution of the CORDIS services from GRIPS to the World Wide Web

When CORDIS was launched in November 1990, only three services were available to the public: Programmes, Projects and Publications. These were offered as GRIPS databases, meaning that the user had to learn how to use the CCL interrogation language to retrieve information. Knowledge of how to use a communications program and a modem connected to the telephone was also required. As the use of the INTERNET was not widely spread, connection was possible via dial-up or X.25 data network (PSS/PSDN).

To respond to the needs of the user community, the CORDIS team developed a menu system for user-friendly access to R&D information. At about the same time, the Results, Acronyms, Comdocuments and News services were also launched. Access via the INTERNET's remote logon facility, telnet, was implemented in 1992. The same year, the Partners service was launched, followed by the Contacts and News in German services in 1994. The CORDIS CD-ROM was offered as an off-line alternative (early 1993). In 1994, the CORDIS Web made its first appearance which paved the way for further developments. WATCH-CORDIS, a Windows based GUI (Graphical User Interface) was launched in 1995 providing Windows access to all the CORDIS services. In 1996, the NEWS service was launched on the CORDIS Web, paving the way for all of the other services.

CORDIS at Online information '96 in London

From Tuesday 3 December to Thursday 5 December you will have the opportunity of meeting the CORDIS team at Online Information '96 in Olympia 2, London. CORDIS will be participating on the EU stand no.54-55 (near the main entrance).

The CORDIS team will be presenting the CORDIS products and services (including the CORDIS Web), and will be at your disposal to answer any questions you may have. Presentations for larger audiences will be given on the stand at the following dates and times:

Tuesday 3 December
from 11:00 to 11:30.

Wednesday 4 December
from 15:30 to 16:00.

Thursday 5 December
from 11:30 to 12:00.

Organised together with ECHO and EUR-OP/EUROBASES, a User Meeting will be held on Wednesday 4 December at the Hilton National (next to Olympia 2). Mr Bernd Niessen of CORDIS (European Commission DG XIII-D, Luxembourg) will address the audience at 09:55 on the latest developments of the CORDIS services. For the agenda of the meeting, please refer to separate article in this issue of ECHO Facts for Users.

All users based in the United Kingdom and Ireland have already received an invitation to this meeting and a free exhibition ticket. Users from other countries may contact the CORDIS help desk for an invitation or a free exhibition ticket, subject to availability.

We look forward to seeing you there!

CORDIS Stimulates Awareness at SME Technology Days

CORDIS, a primary venue for EU R&D information and a significant source of innovative material, demonstrated to SMEs at "First SME Technology Days" in Brussels, which took place on 30 - 31 October 1996, that information is abundant and easily accessible, for example, on EU research programmes, partners, calls for proposals and tenders. As such, CORDIS gave tremendous support to the EU's goal in increasing SMEs' awareness and participation in research programmes.

SME involvement has increased substantially under the Fourth Framework Programme. The immense interest shown in CORDIS at "First SME Technology Days", indicates that it will be an instrumental vehicle in instigating an even larger number of SMEs to participate in research programmes in the upcoming years.

Futher details on all aspects of this article can be obtained from the CORDIS help desk:
tel: +352 401162-240,
fax +352 401162-248,
e-mail: helpdesk@cordis.lu.

I am interested in receiving information on

CORDIS ON-LINE DATABASES ☐   CORDIS DATABASES ON CD-ROM ☐   Watch-CORDIS ☐

Name ....

Organisation/Company ....

Address ....

City...

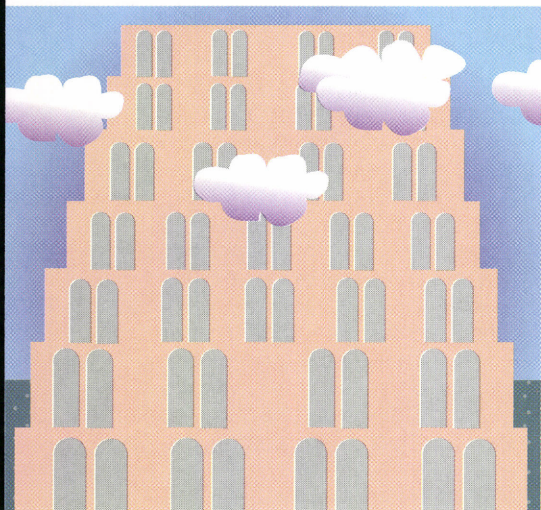Country...

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) 401162-248

Europe acts to safeguard its language diversity in the information society

On 8 October 1996, the Industry Council, meeting to discuss the European Union's Information Society policy, agreed on the launch of the **Multilingual Information Society (MLIS)** programme. Earlier in the year the European Parliament and the other European Union (EU) Institutions consulted gave their unanimous support for this initiative, underlining its importance in addressing a need felt by citizens across the Union, and recommending the allocation of sufficient resources to meet the goals of the programme.

The MLIS programme will operate for a period of **three years (1997-1999)** with an estimated budget of 15 MECU.

The **objectives** of the new programme include:

- encouraging publishers and other suppliers of dictionaries, authoring and translation services and tools for a range of languages to make them available via networks;

- increasing the awareness of business of the need to be responsive to the language characteristics of their markets in Europe and abroad, and to allow citizens to ask for services in their own languages.

- meeting the needs for multilingual communication of the Community institutions and the national administrations via co-operative projects, building on the multilingual experience of the Community and products and tools offered on the market.

Background

The multilingual nature of the European Union, where about 40 different European languages and major language variants are currently spoken, poses challenges on several levels. Economically, the multilingual status of Europe should be exploited in a global context rather than acting as a barrier to international trade and communication. Culturally and psychologically, national and regional loyalties to language, springing from the deepest affiliations to native culture, must continue to be recognised for the asset they are in maintaining a sense of national and individual identity within a co-operative multinational Union. Politically, the way the European Information Society makes access to information possible on a fully multilingual basis will act as a paradigm for the social cohesion of the European Union. Preserving the multilingual character of the Union furthers the concept of the European citizen, as a reflection of a democratic will to guarantee equal treatment between people from different countries and their different systems of expression.

A significant risk is that today's enhanced technical means of communication will increase the economic pressure to reduce the linguistic diversity of Europe, unless the European Union and the Member States take specific steps to preserve the culturally crucial languages in all their variety.

Calls for proposals

The modest budget of the new programme allows for very targeted calls for proposals for projects that can act as multipliers for the Community investments. Coordination with national and

regional authorities, and adding value to other private and public initiatives are essential to this effect.

The first Call is likely to be launched in the beginning of 1997. It will address, in particular, the **translation sector and language use in the business environment.**

- Translation, complemented by foreign language learning as addressed by other Community programmes, is crucial for cross-language communication. Translators and interpreters, translation companies and translator training should prepare to meet the needs of the 21st century. Although these actors are small to very small companies, the industry as a whole is in full expansion. They will be invited to submit proposals to innovate their working practices, to use translation tools, technologies and teleworking, to improve quality assurance methods and cost-effectiveness. The Commission will select the proposals that promise the greatest impact on the industry as a whole, to receive a Community contribution for the costs of the innovation process.

The results of the projects will be systematically compiled and presented as a collection of best practice that may be adopted by a wider translation constituency.

- Companies responding actively to the language characteristics of their markets have a competitive advantage over others that do not. Companies may have to adapt their "language culture", and may need help from other specialised organisations. The Call will address regional authorities, chambers of commerce and other organisations with a "regional" mandate, inviting them to organise campaigns within their region to mobilise business and promote the emergence of a language support infrastructure. The Community will select a limited number of regions throughout Europe for a pilot phase, offer modest financial support and, in addition, will contribute with a start-up package of best practice based upon proven experience.

Contact for further information

European Commission
DG XIII/E
MLIS Office - EUFO 1194
L- 2920 Luxembourg

Tel: +352 4301 34117
Fax: +352 4301 34655
E-mail: MLIS@lux.dg13.cec.be

What's new on I*M Europe? (http://www.echo.lu/)

DG XIII/E of the European Commission announces the release of Information Market (I*M NEWS) – an online news service bringing you the latest in EC initiatives on the information market

About I*M News

http://www.echo.lu/im_news/select.html

I*M News provides a new access route to new information published on this server. It retains the "What's new on I*M Europe" option (previously accessible from the I*M Europe home page) and offers the following additional features.

The newsletter home page will contain three or four short news items, with the option of linking to the relevant new documents. The news items will cover the same subject areas as I*M Europe and will occassionally include pointers to relevant Information Society documents on other servers.

In addition to the selection of hot news items, you have the opportunity to explore the latest new information in the various specific areas covered by this server. First, you have the choice of three languages (English, French or German). You may then select an area, e.g. INFO2000, Telematics Application Programme, etc. This will take you to a list of headlines for the most recent news items in the selected area. Clicking on a headline takes you to a short-form news item (or abstract) on this

subject – still in the chosen language. You then also have the option of reading the full document on I*M Europe or another server.

I*M News comes in two versions, one featuring "Shockwave", the other non-Shockwave, plain HTML files.

As this is a new facility on I*M Europe, the number of headlines for each area will initially be fairly small, but the lists will be built up gradually as the service proceeds. The headlines and related abstracts will be deleted after approximately one month. In order to ensure that the I*M News service meets your requirements and enhances the facilities offered by the server, your comments and suggestions are invited. Please address these to:

webmaster@echo.lu.

New items added to the OII file set:

- European Standardisation Strategies for Geographic Information

http://www.echo.lu/oii/en/eurogi.html

- Multimedia/Hypermedia Standards activity.

http://www.echo.lu/oii/en/oiioct96.hbm/

This report contains information on activity related to EC activity on the use of Internet to disseminate illegal content, MPEG, MHEG, DVD, TIFF/IT, SCID and related standards for the specification of colour within the graphics art industry, ISO 11940, CyberCash developments and the Internet Message Access Protocol (IMPAP).

- Green Paper on the Protection of Minors and Human Dignity in Audiovisual and Information Services

http://www.echo.lu/legal/en/internet/content/gpeti-toc.html

- Europe acts to safeguard its language diversity in the information society – launch of new EU programme (see also page 10 of this issue)

http://www.echo.lu/mlis/en/infonote.html

- Illegal and harmful content on the Internet

http://www.echo.lu/legal/en/internet/content/communic.html

Communication to the European Parliament, the Council, the Economic and Social Committee and the Committee of the Regions

- Final report IMPACT 2, GIS-3053-EXPLORER contract

http://www.echo.lu/gi/projects/en/finaltoc.html

- New EC study on Electronic Publishing (see also page 1 of this issue).

http://www.echo.lu/elpub2/en/home.html

ECHO launches a WWW interface to its databases

ECHO is pleased to announce the release of a WWW based interface to its online databases. The service will be accessible from the I*M-EUROPE WWW (http://www.echo.lu) site, and will enable the users to search the ECHO databases available at a mouse click. Based on the CGI principle (Common Gateway Interface) the interface will hide the complexities of the CCL while keeping its principal functionalities. Novice, intermediate and expert users will feel at ease with the system. By offering Internet-wide access the interface will be bridging the gap between traditional online databases (usually searchable using a proprietary command language) and the latest in WWW and all its graphical and multimedia capabilities.

I*M Cool

This new feature of I*M Europe is currently under development, and will shortly be implemented on the server. I*M Cool will demonstrate the multimedia capabilities of the World Wide Web via multimedia content developed using state-of-the-art WWW technology.

Comments and suggestions can be mailed to the webmaster@echo.lu

Season's Greetings

EC Information Sources and Services Meeting

Wednesday 4 December 1996

Hilton National Olympia
Tower Room
380 Kensington High Street
London W14 8NL
United Kingdom

The ECHO annual meeting, which is to be held together with EUROP/EURO-BASES and CORDIS provides participants with the opportunity to catch up on the latest developments within these services.

This year the meeting comprises seven presentations ranging from detailed information on the service providers themselves to Calls for Proposals and other initiatives under the INFO2000 programme.

All ECHO users based in the United Kingdom and Ireland have already received a written invitation. However, all users are welcome! Participants are requested to note that registration begins at 8.45 a.m. and that a continental buffet breakfast will be served between 8.45 and 9.30 a.m.

If you would like to attend, please contact the ECHO help desk on:

ECHO
B.P. 2373
L-1023 Luxembourg

Tel.: +352 401162 200
Fax: +352 401162 234
E-mail: echo@echo.lu

The provisional agenda is as follows:

08:45 - 09:30
Registration and Continental Buffet Breakfast.

News about information services

09:30 - 09:40
Welcome and introduction by Mr A. Szauer (EC, DG XIII-E, Luxembourg)

09:40 - 09:55
EUR-OP/EUROBASES, Mr K. Glaeser (EUR-OP/EUROBASES, Brussels)

09:55 - 10:10
CORDIS, Mr B. Niessen (EC, DG XIII-D, Luxembourg)

10:10 - 10:25
I*M EUROPE WWW and ECHO, Mr R. Haber (ECHO, Luxembourg).

10:25 - 10:40
EUROPA WWW, Mr N-J. Thogersen, (EC, DG X-B, Luxembourg)

10:40 - 11:00
Questions/Answers.

Programme Information

11:00 - 11:15
INFO2000: Calls for Proposals and other initiatives, Mr A. Szauer (EC, DG XIII-E, Luxembourg)

11:15 - 11:30
Presentation of the study on "Strategic Developments for the European Publishing Industry towards the Year 2000", Mr M. Garribba (EC, DG XIII-E, Luxembourg)

11:30 - 11:45
From NAPS to MIDAS-NET, Ms J. Pretty (Central Support Team, Luxembourg)

11:45 -12:00
Telematics Applications programme call for proposals, Mr F. Mastroddi (EC, DG XIII-E, Luxembourg).

12.00 onwards
Questions/Answers.

DIARY DATES
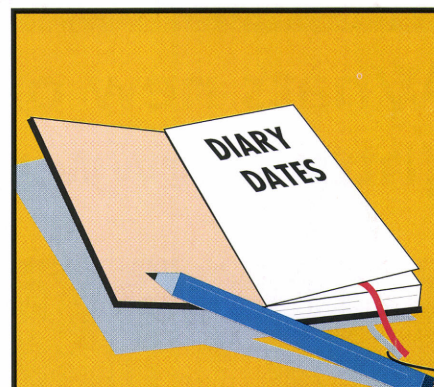
ECHO will be represented at the following events

London	Online information '96 03-05/12/96
Paris	Expolangues 01/97
Cannes	Milia '97 09-12/02/97
Munich	Handswerksmesse 10-17/03/97.

ECHO