#2 1991

MAX goes to the movies

MAX has become a TV star! In April, ECHO was visited by a German TV team to film how voice recognition and voice input/output have been achieved through **MAX**.
A demonstration of **MAX** as well as the possibilities of editing text for speech output were shown and Mr. A Szauer of DGXIII/B provided additional information in an interview at the studio. The whole story was broadcast on April 20th on a German regional channel called WEST 3 for some 15 minutes on their "Computer Club" programme. Afterwards **MAX** was inundated with calls. Since November 1990 **MAX** has totted up some 400 positive "comments" which were left on his "commentaire" lines. Such feedback proves ECHO has reached many end users – which is completely in line with our objectives.

ERFOLGREICHES ECHO TREFFEN!
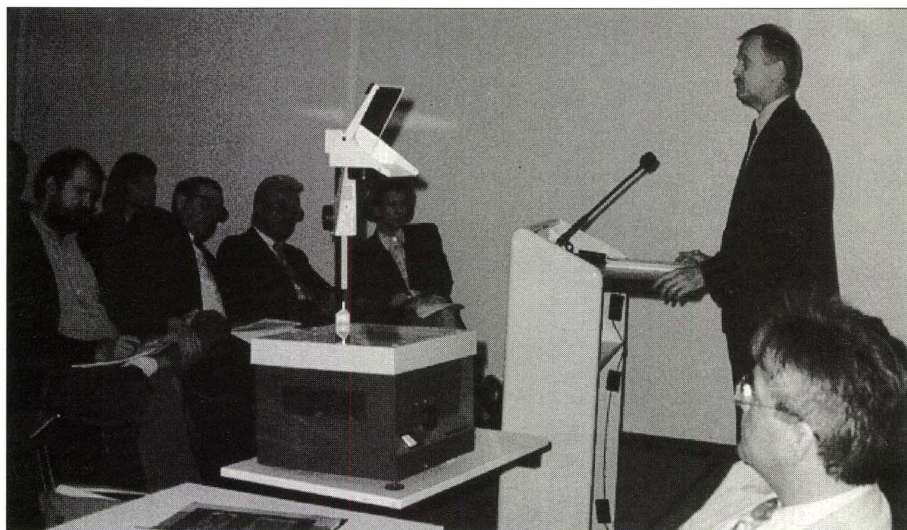
Wie bereits in London war auch das ECHO Treffen anläßlich der Frankfurter Infobase ein voller Erfolg. Mehr als 100 Teilnehmer nutzten die Gelegenheit, sich über IMPACT und ECHO zu informieren. Herr Szauer stellte die bisher unter IMPACT I erreichten Resultate ausführlich vor und nannte erste Details des geplanten Programms IMPACT 2. Herr Haber präsentierte die Datenbanken und innovativen Dienste von ECHO. Auf dem Ausstellungsstand der EG-Kommission fand ECHO reges Interesse.

ECHO via VIDEOTEX

VIDEOTEX is a term for retrieving information stored centrally on a computer. It is based on an inter-active information retrieval system using suitably modified standard television receivers or other equipment (e.g. microcomputers with single or multistandard adapter cards and suitable software).
The use of VIDEOTEX as an information retrieval system is becoming more and more widespread, as it is a breakthrough in fast, low-cost and flexible two-way communication. Information may be retrieved from hundreds of different sources and be displayed on your television or microcomputer screen.
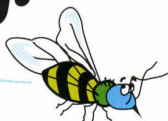You can reach ECHO using the VIDEOTEX system and below, we explain what to do once you're connected!

BELGIUM

The ECHO programme is available in three languages, namely French, Dutch and English.
After having established connection with the national VIDEOTEX system, please type ECHO in order to have access in all languages.

Buzz words don't sting!

ECHO databases can be accessed by **direct dialling and/or via the X.25 network.**

Access via network

In order to work in 300 and 1 200 bits:

> 7 databits
> Even parity
> 1 stop bit
> Full duplex.

An **NUI** will be needed, and this can be obtained from your local **PTT**. An up-to-date list of PTT contact points can be found in the new, updated **ECHO DATABASES AND SERVICES** brochure.

ECHO's **NUA** is **0270448112.** Users accessing from the United Kingdom should dial **A9270448112.**

Once the prompt **THIS IS ECHO PLEASE ENTER YOUR CODE** appears on the screen, you should enter your own personal password (user code) or simply type ECHO. On request, we provide a temporary password which serves to "bridge the gap" needed for customer administration. This password is valid from the 1st to the 30th or 31st of each month – no longer!

Direct dialling

Users not wishing to access ECHO via X.25 can access using a telephone line, a **PC** and a **modem**. Having checked the relevant communications software, the user should dial:

+352-436428 in order to work using 300 bits
+352-420347 in order to work using 1 200 bits

Set your equipment exactly as previously detailed for accessing via the network, except you must work in **HALF DUPLEX.**

> **But** – What's an NUI?
> What's an NUA?
> Why do I need one?

NUI stands for **Network User Identifier**. Each user accessing a database host via the X.25 network must be known to the system. The only way your local PTT can recognise you is by giving you your own personal number. Thus, each PTT knows where to send its telecommunications bill! Perhaps this number can be best thought of as an invoice, or even a bank account number. On the other hand, the NUI provides the database host with a means of knowing to whom or where the data each user requires must be sent.

NUA stands for **Network User Address**. This can be likened to an address which you write on an envelope when sending a letter. In this way the system can identify which host you wish to access, and thus the user will establish direct contact with the host of his/her choice.

NEED TO KNOW MORE? WHY NOT CONSULT OUR NEW INFO FILES

HOST

X 25

NETWORK

PAD

INFORMATION FLOW
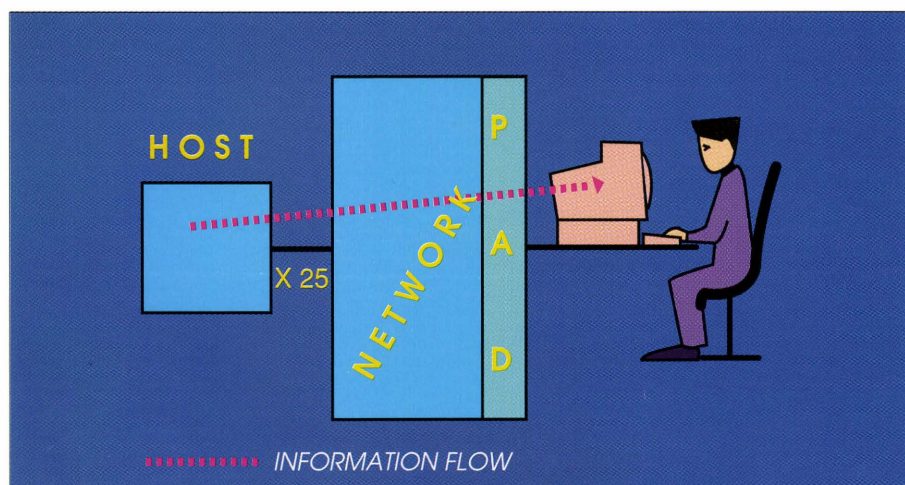
I'M NEWS now incorporated in DG XIII magazine

I'M News now comprises just one section of the insert included in the new **DG XIII magazine**. This means that readers of **I'M News** will no longer receive this newsletter, yet will automatically receive the **DG XIII magazine**.
Should any readers wish to receive a copy of **DG XIII magazine**, all you have to do is to let us know. Contact the ECHO Help desk, and we will mail one to you as soon as possible. Any readers of **I'M News** who have not yet received a copy of the new magazine should also contact the ECHO help desk, so that any mailing problems can be resolved.

Welcome to ECHO News online!

Readers of ECHO News will be interested to know that this publication is now available online. As from 1st June 1991, you will be able to access this database using poolkey NW91, either using the public password ECHO or of course your own personal password. The database is well structured, and the user may carry out searches using the CCL. Info files are constantly available for your assistance. Subjects are classified according to the following criteria:
Survey, Databases, Documentation, ECHO experiments, European Information Services, TED, CORDIS, Telecom and Access, User guidance, Meetings and exhibitions and Videotex.
However, when using the CCL version, the field " HDT " (header title) is available in order to show the users exactly what is contained in each issue. Thus:

D HDT=$

Will provide you with a list of titles. The database consists of 7 fields, namely: Title, language, number of issue, page, text, additional information and header title.

At the moment, issues 1/91, 4/90 and 3/90 are available online. This issue (2/91) will soon follow.

European Information Centres at your service!

☐ When can I display "Made in the EC" on my products?

☐ Is there a market for fish and chips in Monte Carlo?

☐ Do my products satisfy EC regulations?

Questions such as the above may sound bizarre, yet they are the sort of information required by the European public – particularly those whose livelihood depends on trading within the EEC.
Markets are no longer geared towards trading on a national level – competition has been replaced by cooperation, collaboration and cross-border partnerships. Yet business sectors in all 12 Member-States require constant assistance, particularly those falling under the category of small and medium sized enterprises (SMEs), as they have little or no concept of the changes occurring as Europe continues along the path of the internal market.
Euro Info Centres (EICs) were established as an initiative of the CEC in 1987 to answer the needs of European enterprises. These organisations enjoyed such high success rates that the whole project developed into a fully fledged Directorate - General of the CEC (DG XXIII). Today, there are more than 200 EICs to be found in strategically placed cities and regions within all 12 Member States, where experts are on hand to provide up-to-date information directly relevant to those in the business domain.
EICs are unique in that they are able to tap information sources on a local level, which cannot possibly be known to the CEC from their centralised position in Brussels. Information may be disseminated to the EICs through contacts with Chambers of Commerce, regional development agencies and the like. A typical EIC representative will be able to provide enquirers with a practical interpretation of CEC policies, general business advice and is adept in the use of information retrieval systems. ECHO has enjoyed fruitful contacts with EIC staff all over Europe, and has introduced them to the basic information search retrieval methods, so that they will in turn be able to help their enquirers in their quest for information regarding the internal information market and beyond.

Each EIC is equipped to provide:

☐ **General information** pertaining to the subjects previously mentioned.

☐ **Assistance** with preparation of documents relating to Community matters. Those wishing to apply for a call for tender seen on TED may obtain assistance with the compilation of the various forms required by visiting their local EIC.

☐ **Consultancy** – many SMEs require assistance with business strategies, and advice on how to approach and cope with developments of the internal market.

☐ **Cooperation** – through the Business Cooperation Network (BC-Net) which specifically aims to help companies to identify potential European partners. Business may be established across frontiers.

Local EICs inspire their business community to take an active interest in Community activities and policies. Seminars are organised, exhibitions and trade fairs enjoy active participation and bulletins are distributed.
EICs are the eyes and ears of the Commission. Reports detailing problems encountered by small firms are forwarded to Brussels, which means that the situation within the market is monitored not only throughout each Member State, but throughout differing regions of these countries. What better way to ascertain the needs of European businesses when new policies are created?
EICs bring information to your door – you're sure to find one near you !
To find the address of your nearest EIC, simply contact: CEC, DG XXIII, Euro Info Centre Project
Rue d'Arlon, 80
B-1040 Brussels
Tel.: +32-2-2359450
Fax: +32-2-2359819.

Service 130 bald in den neuen Bundes- ländern

Das ECHO-Help Desk sowie der Computer MAX sind vom Gebiet der alten Bundesländer über gebühren- freie Telefonnummern (Service 130) erreichbar. Laut Aussage der Deutschen Bundespost TELEKOM existiert dieser Dienst noch nicht auf dem Gebiet der neuen Bundes- länder, weil die Vorwahl 0130 derzeit noch anders belegt ist. Bis Ende 1992 soll der Dienst jedoch im Rahmen einer vollständigen Netzintegration in allen 16 Bundesländern angeboten werden.

Time for a change!

By now, you will probably have noticed that ECHO News has undergone a few layout changes since the last issue. This has been done in order to improve the format of the newsletter, thus making it more streamlined. Where possible, articles have been "coded" by using the coloured boxes which can be found on the top of each page. Of course, whilst Question Mark and Database Corner are no longer to be found in ECHO News, TED and CORDIS have remained. We hope you continue to enjoy reading the newsletter in its new format as much as you have enjoyed previous issues.

New types of data available from June 1991!

The contents of the **TED** database will be enriched to a further degree by the inclusion of two new areas of information, which will undoubtedly be of direct importance to the user when searching for information concerning the details of tenders included in the database – **European Development Fund (EDF) exchange rates** and the establishment of European Economic Interest Groupings.

At the same time, we would like to draw your attention to a new field on TED which is called **HEAD**. The producer of TED, the **Office for Official Publications of the European Communities**, gives a four-digit heading to each type of document inserted in the database. This field is searchable online on ECHO, yet it is not displayed in the **S F=ALL** format. Sometimes these headings are more precise if you search a specific type of document such as:

EDF exchange rates

In order to take part in the invitation to tender issued for projects financed (in whole or in part) by the **EDF**, tenderers need to know the value of the ecu in terms of the currencies of the Member States, the ACP States signatories to the Lomé Conventions and the overseas countries and territories associated with the EEC. The exchange rates of the EDF are published once a month on the first working day after the 10th, and are valid for the following month.
You can select the EDF rates in two ways. One possibility is to use the command in the free text, combined with the document type (TD) "information" Select:
F TD=6 AND EDF (for the English version).

EDF rates in other languages will be searchable with the national abbreviation, e.g. **F FED** for the French and **F EEF** for the German version.
The other (and more precise) option is to use the abovementioned heading. Enter:

F HEAD=0508

in order to obtain all EDF rates. As the exchange rates are also of interest in order to check the contract awards, they will be kept in TED for one year before they are transferred to the archive file.

European Economic Interest Groupings (EEIG)

Another new type of document can be found in the form of the establishment of European Economic Interest Groupings. Following a Council decision established on 25th July 1985 companies may found an EEIG in order to establish an informal information exchange between European companies dealing in similar areas of business. The companies taking part in a grouping can then submit bids for tenders. For this reason ECHO has decided to make this information available online. By using the command:

F HEAD=0208
this information will be at your disposal.

The EDF rates and EEIG which were formerly published in the Official Journal S Supplement this year will be loaded at the beginning of June. New EDF rates and EEIG publications will be continuously published from this date on.
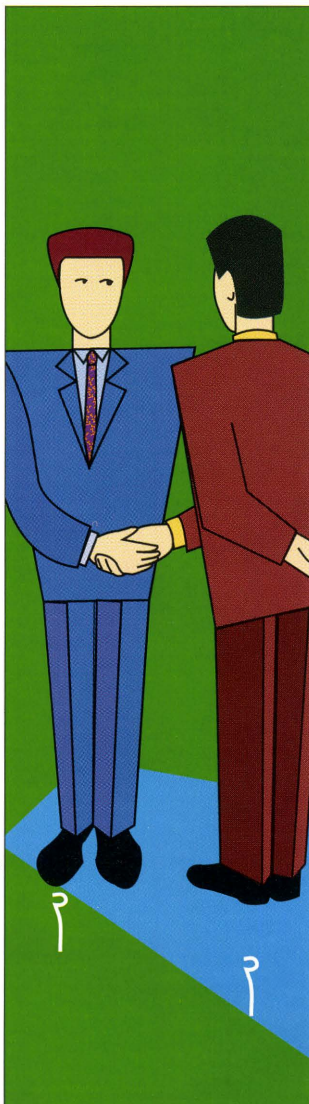
Eastern Europe reaches TED

Within the context of the PHARE programme the EC Commission supports the process of economic and social reform in the Eastern European countries. First designed for Poland and Hungary, the programme has now enlarged to include Czechoslovakia, Yugoslavia, Romania and Bulgaria. Calls for tenders in these regions which are financed under the PHARE programme are also available in TED. You can either select by country codes or by using the word PHARE. With the command:

F PHARE

you will obtain all tenders which are financed in the PHARE context. Further details and measures taken in PHARE can be obtained from:

Commission of the European Communities
DG I, Operation PHARE,
Rue de la Loi, 200
B-1049 Brussels.

New directive on services in preparation

After having adopted the directive on the "excluded sectors" (ECHO News 1/91), another directive covering the services is in preparation. Up to now, only material goods (such as construction, supplies, etc.) are covered by directives. A common market will have to include services such as translations, programming work, market research studies etc. thus a directive on these services is currently in preparation. Readers will be informed in this section of ECHO News as soon as details are decided.

Need any help? Consult the INFO files!

ECHO is continually developing methods with which to assist the users of information services – new and experienced alike, who require guidance and help. Continuing this theme, ECHO has recently restructured its **INFO files**, offering online assistance to users of both the **CCL** and the **menu system.**
Menu systems have been improved, and during the month of June you will have online access to all INFO files – whether conducting a search using the CCL or the menu system. These services will first be available in the English language, and will be translated into other languages in due course. Initial priority has been given to the INFO files detailing the **TED database, and by autumn of this year TED should be the first European database existing in all nine official languages of the CEC**. Quite a feat!

The new menus

Initially, updated menus will be available for those users accessing the system with the public password "ECHO" or the rolling password (a temporary 8-digit password issued by the Help Desk team). This does not include users with access to the CORDIS databases.

The main menu will contain the following options:

☐ User guidance databases
☐ Research and development
  databases
☐ Language industry databases
☐ Industry and economy databases
☐ General information
☐ Electronic MAILBOX
☐ CCL mode
☐ Quit ECHO

The new INFO file structure

How can the new INFO files be accessed?

☐ Currently, a user working in the CCL mode will type **INFO INFO**, which will allow immediate access to the main INFO file, detailing all the files available. If the name of the file is already known, the user will simply type INFO, followed by the name of the file to be viewed.

☐ A user working in the menu version will select the option entitled "general information" which is listed in the main menu. This provides direct access to the main INFO file, which will provide users of both the CCL and the menu version with exactly the same assistance.

Content

INFO files have been classified under two main categories:

☐ those detailing general
  information,
☐ those pertaining to specific
  databases.

General INFO files

The main INFO file (INFO INFO) is subdivided into nine areas of information:

INFO INTRODUCTION: Details basic knowledge regarding the use of online information (e.g.: what is a database? , what is a host? what are the different ways to interrogate the ECHO databases – menu, CCL, natural language? ...).

INFO ECHO :Details the activities of ECHO (e.g. how to contact ECHO, what, when and where are the events in which ECHO is involved, notably seminars, exhibitions, and awareness).

INFO CCL: A handy INFO file explaining the commands of the CCL (INFO; BASE; DISPLAY; FIND...)

INFO DATABASES: Gives a full list of databases hosted on ECHO, their content and how the information relating to these databases can be accessed when using the CCL. Information regarding the databases will be automatically presented to those using the menu version when required.

INFO SERVICES: information on ECHO services **(ECU, SYSTRAN)**.

INFO FILELIST: Produces a list of all available INFO commands.

INFO ISO: Lists all ISO country and language codes. This list is only necessary for users of the CCL mode, as the menu system will automatically ask the user to select the name of the country if necessary.

INFO TECHNIQUE: This file provides all kinds of technical information concerning ECHO at a technical level, e.g. how to connect to ECHO – videotex, national network, direct access etc. as well as possibilities of using rich (accentuated) characters in both Greek and Latin, along with detailed explanations of technical "buzz" words.

INFO STOPPRESS: A "stop gap" file, containing information which will be classified as soon as an appropriate file has been created.
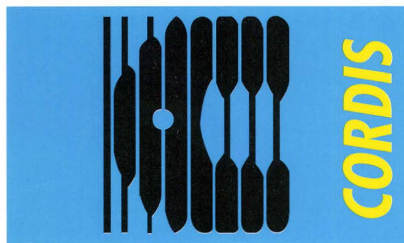
INFO files relating to the ECHO databases

The structure of these files will remain constant, and will be divided into the following sections:

☐ Content
☐ Producer
☐ Structure
☐ Language in which the database
  is available
☐ Search examples using the CCL

Happy searching!

EC Research Publications at your fingertips on CORDIS

Continuing our series of in-depth explanations on the databases now available on **CORDIS**, we present below the **RTD - Publications** database, previously known as the **EABS** database.

Introduction

The European Community research programmes and related activities give rise to a wide variety of different types of publication, ranging from technical reports and summaries of the results of individual research projects and programmes to conference proceedings, research directories and books on scientific and technical topics. The RTD - Publications (EABS) database provides bibliographic details and abstracts of all these research publications, along with other related documents such as conference papers and scientific and technical literature resulting from Community programmes. During the integration of EABS into the CORDIS service the database was upgraded to offer improved access to the research publications it contains and provides details of published information on all the Commission's research and related publications, whether resulting from the specific programmes under the umbrella of the framework programmes dating from 1984, or from research activities outside these programmes. It includes information on publications arising from research conducted by the EC.

Some of the main characteristics of the RTD - Publications database are highlighted below:

Major information source on Commission's Research Publications. The RTD - Publications database contains around 50 000 references to the Commission's research publications.

Cited publications are:

- [ ] Commission research publications known as **EUR reports**, including scientific and technical studies, monographs, conference proceedings, workshops and contractors' meetings organised by the EC.

Main subjects covered by the RTD - Publications database include:

- [ ] Science and technology policy
- [ ] Innovation and technology transfer
- [ ] Information technologies and sciences
- [ ] Nuclear science and technology
- [ ] Technical coal and steel research
- [ ] Energy
- [ ] Industrial processes
- [ ] Material science
- [ ] Agriculture and food
- [ ] Biotechnology
- [ ] Medical and public health research
- [ ] Environment and quality of life
- [ ] Radiation protection
- [ ] Industrial health and safety

Citations including research information

The records in the RTD - Publications database contain three types of information:

- [ ] descriptive information which enables publications to be identified and referenced
- [ ] analytical information on the contents of the cited publication
- [ ] research information which enables publications to be related to specific RTD programmes or projects listed in the other CORDIS databases.

Updated information

To provide maximum coverage for users, preliminary records are created as soon as publications become available which contain sufficient information for their identification.
The database is completely updated each month, during which time these preliminary records are completed.

Easy access to information

The RTD - Publications database can be interrogated using either the CCL or the menu system.
Users of the CORDIS menu system are not required to be familiar with the CCL.
Whatever search method chosen, the publications can be identified using a wide variety of search parameters including free text, the RTD - Publications subject index, the CORDIS subject index, research programme acronym, publication year, etc.
The user manual for this database is always on hand, and gives a detailed description of the content of specific records and how to find pertinent information. Basic user guidance is also accessible online during any search session.

Document delivery

Many of the publications cited in the database can be ordered online when using the CCL or menu system.

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

Please complete reply form

Name...

Job/Function...

Organisation/Company..

Address...

City...Country.....................................

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

0 0 0 0 ⌑⌑⌑⌑

The ordering procedure is simple and automated to the extent that the user can select publications to be ordered, place the order during an online session and the publication will be sent to the customer's address. Most of the cited publications are on sale and the user will be invoiced for those publications dispatched.

For further information contact the ECHO/CORDIS help desk team – don't forget to use the free phone numbers!

Now 6 databases and 1 000 users for CORDIS!

April 15th 1991 can be regarded as a milestone for CORDIS, as we launched 3 new databases :

RTD - Acronyms: Explanation of the multitude of acronyms and abbreviations arising from or related to Community RTD activity.

RTD - ComDocuments: Information regarding Commission documents sent to the Council and European Parliament which relate to the RTD activities which in turn lead to new programmes and initiatives.

RTD - Results: Information on results and R&D prototypes arising from Community projects (Commission funded, national and transnational research in Europe). This database was presented in detail in **CORDIS INFO, issue 1/91 of ECHO News.**
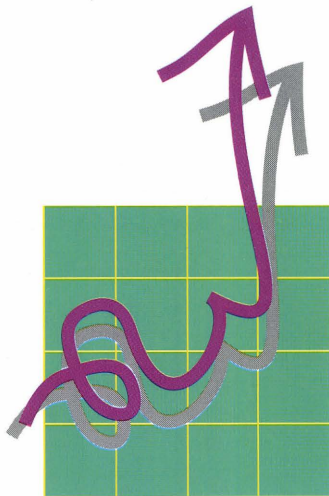
Your business is their business

Businesspeople are continually faced with a compromising situation: Making decisions. Over the past decades, scientific management tools have been developed to aid in decision-making. Organisations have thus been established to provide such professional services. Terms like consultants and advisers are common, and even new terms like QMA (quantitative management advisers) and OR (operations researchers) are appearing which in practice aid corporate and interme-diate no-nonsense decision-makers. A common problem-solving decision-making procedure is:

1   Is there a real problem (Y/N)?
2   If (Y), then conduct a situation analysis. How?
3   Gather primary data (internal).
4   Are data sufficient (Y/N)?
5   If (N), then gather secondary data (external).
6   Analyse the data into decision-making information.
7   Devise a strategy to solve the problem.
8   Implement the solution.

However, while trying to solve a problem, one might face a dreadful, second problem: getting stuck with steps 4, 5, 6 and 7, mentioned above. Whether you need quick help in Paris, Copenha-gen, Fife or Dublin, the following organisations will provide it (amongst others, of course):

In Paris: The WEFA Group.
If your working environment buzzes with terms like exchange-rate projections, competitive and country risk analysis, trade-risk evaluation, energy market crisis, and many others that no one seems to understand, an international group, called the WEFA Group, does in fact speak and clearly understand your language.

In the late 1960s, the WEFA Group consolidated and projected its considerable economic expertise to developing the world's first globally consistent forecasting system, and leading on to international business information and consulting. A full range of services – long and short-term world outlooks; macro-economic and exchange-rate analysis; consulting capabilities to address special needs – provide information supporting market, financial, contingency and strategic planning.

The WEFA Group consultants effectively employ a unique "decision-making mix", which initially starts with a disarrangement of data, but using their experience and skill, they engineer these data for you into unique decision-making information. The WEFA Group collaborates with and advises the European Commission and other dynamic institutions.

Amongst these value-added services, the database host service is a fundamental back-bone for WEFA. Impressive databases like CRONOS (European macro-economic data), COMEXT (international trade statistics), IMF, and INTLINE, to mention but a few, contain hard facts and figures that can be accessed with a few key-strokes on your PC. To target into your specific information require-ments, the databases are classified into four major categories: international, industry, US macro-economic and US regional. Databases are accessed through a PC-based software, called **AREMOS**, which enables the user to download and manipulate data, and to produce high-quality tables and graphs. AREMOS also has econo-metric and model building features. For more information on the WEFA Group you may contact them in Paris on **+33 1 45 63 19 10** or write to **WEFA Group Rue de Ponthieu, 25 FR-75008 PARIS.**

In Copenhagen: MÆRSK DATA AS.
To target into specific needs of clients, MÆRSK DATA provides five professional services:

1   Mærsk Data is a company in the well-known A.P. Moller group, and sells data processing, back-up services, consulting and developing assistance, VANS services and standard software. It runs one of the world's largest commercial networks (MÆRSKNET) which is based on a triangle with data centres in Copenhagen, New Jersey and

Tokyo, and maintains maximum security in performance during data transfer.

2 InCom is an information service of Mærsk Data that enables clients to connect to almost all information services in Denmark. International clients have a value-added benefit of also being able to connect to these services via MÆRSKNET. The services include financial, business trend information, news, statistical time series, chemical and legislative information, and payment systems for Danish banks. Mæsk Data cooperates with most VANS suppliers in Denmark and the connections are made according to IBM's SNA network standards.

3 If you are looking for market opportunities or contacts in Denmark, the **GREENS** online databases will provide you with information on 3 500 Danish companies. The "Who is Who" part provides biographies of over 12 000 executives!

4 MCS (Mærsk Communication Services) is an office automation package that runs under all IBM OS's, and from mainframes to PCs, which includes WP and telex sending facilities.

5 Project management tools for PCs have also been developed and are designed to operate with Microsoft Windows. Decision-makers can be further convinced of their decision or even alerted by a knowledge-based expert system that is able to make decisions on a human expert level!
For further details please contact **MÆRSK DATA AS in Copenhagen on +45 31 83 82 11 or write to them at 11 Titangade, DK-2200 Copenhagen N.**

In Fife: LONGMAN CARTERMILL LTD.
Longman Cartermill Ltd, a subsidiary of the Longman publishing group, specialises in the provision of high-quality information services. These services span personnel orientated information, data on research ideas and R & D results, technical services and financial data. The company currently provides technical and management support to the CEC for the development and operation of the database **RTD - Results** (PROTEAS) for **DG XIII** which contains results on European R&D arising from both Community and independent research, and has recently been transferred to CORDIS. In addition, they have designed, maintain and

host the confidential **INNVEST** database as part of the Eurotech Capital initiative for DG XVIII. The INNVEST database helps small and medium-sized companies involved in transnational high-technology projects to find equity investment for their activities.
As well as providing information consultancy services to the CEC, Longman Cartermill has developed and markets a number of proprietary databases. BEST Great Britain contains details of the professional skills and research capability of university and polytechnic staff in science and engineering, and was established on behalf of British universities in 1985. Longman Cartermill are also active with BEST on the international front. They have recently launched an advance release of BEST America, covering both the United States and Canada, through a joint venture between Longman Cartermill and Johns Hopkins University's commercial arm, Dome Inc. They are currently developing BEST Germany in collaboration with German universities, polytechnics and other research institutes and have begun work in other European countries. The combined databases will be known as BEST Europe.
Longman Cartermill provides a full range of information services including design, development, hosting and maintenance from its operational base in St. Andrews, where a team of qualified scientific and technical editors ensure that all data are accurate and of a high quality. In addition, the company has extensive skills in the marketing of information in a variety of media including online services, CD-ROM and hard copy and provides customer care and help desk facilities in most European languages from its head office and from a recently opened office in Luxembourg.
For further information please contact Longman Cartermill at either of the following addresses:
**Technology Centre, St Andrews, Fife, KY16 9EA, Scotland.
Tel.: +44 334 77660:
14 rue M Flammang,
L-1527 Luxembourg.
Tel.: +352 488041.**

In Dublin: EOLAS.
EOLAS, the Irish Science and Technology (S&T) Agency, stands at the heart of the development of Ireland's technological infrastructure and manages the national drive to strengthen S&T capabilities in industry and the higher education

sector. It acts as an umbrella body for initiatives in many disciplines, overseeing the development and application of scientific skills and technological resources in ways which maximise the benefits to industry and the economy as a whole. It also informs the S&T community in Ireland about international developments and coordinates Irish participation in international programmes and projects. EOLAS has well-defined actions in policy and planning, new technologies for industry, grants for harnessing R&D skills, technical services and many more. It also operates an industrial education programme "The Management of Technology" which is effected via conferences, seminars and workshops. If you also require information on Irish company profiles (about 16 000) then the ICP database is such a source. The database is produced by EOLAS and is hosted on ESA-IRS and PFDS. EOLAS provides a professional and unique service that spans into an extensive area of innovation and technology. For further information, you may contact the **EOLAS information desk in Glasnevin, Dublin 9, Ireland. Tel.: +353 01 370101.** Please note that EOLAS is pronounced as "OLAS" without the "E"!

In the next issue of ECHO NEWS we will bring you more information on such services that operate in your neighbourhood (not in EC terms like France is a neighbour of Greece but neighbour as in your own city) and how they can work wonders if your company is in trouble or you want to expand into foreign markets (within the EC and without), or want to keep ahead of your competitors or...

ECHO Archaeology

ECHO was born eleven years ago with the **EURONET** network. The go-ahead to open a host service was given in February/March 1980 - i.e. shortly after the official opening of EURONET in Strasbourg. Technically, we had been preparing for this for over a year – we had a computer, we had a connection to the network via a "black-box", the **GRIPS/DIRS** software had been installed and we had started converting databases onto the retrieval software. But there was still a great deal to be done to set up the customer service properly when this go-ahead was given and quite a few policy issues to clear up. Although ECHO was to be an experimental service, we wanted to provide the same level of quality as a commercial service.

When ECHO was opened, its aim was two fold. On the one hand, ECHO provided practical means of obtaining first hand knowledge within DG XIII about running host services on EURONET, and thus a better understanding of all the issues and problems involved. At the time, DG XIII was actively promoting online retrieval via **Euronet - DIANE**, but this was a new concept in Europe and there were few hosts (most of them just as new as ECHO), few European-made online files and **Euronet**, the Community-wide **DIrect Access NEtwork (DIANE)** , still had teething problems for both hosts and users. We needed to know how difficult is was to practice what we preached.

On the other hand, ECHO was to provide a specific range of services to users in the Community: referral services (e.g. connectable terminals; databases accessible on EURONET or the DIANE Guide etc.); access to experimental databases - i.e. databases whose viability had not yet been demonstrated (e.g. "Community" databases on R & D projects such as AGREP and ENREP); multilingual support (e.g. EURODICAUTOM - this was quite a favourite as it was the first terminology databank to be publicly available anywhere).

By early June 1980 we were ready to start with 12 accredited users (who had all signed a "convention" with the Commission), 3 databases, user manuals in English and French and 1 promotional leaflet. The three databases were EABS and AGREP on the GRIPS/DIRS software and EURODICAUTOM on its own system - which meant having a double set of manuals. The users came from five countries: UK, France, Italy, the Netherlands and Switzerland. In 1981 we added 3 databases - ENREP, ENDOC and TERMINALS and by then we probably had close to 100 users (even if usage was not heavy). This was a pioneering period, since people were not yet used to accessing online services on a regular basis. We felt like pioneers ourselves at the time! We had to learn the business from scratch and had very few resources to run the service and to cope with a thousand and one day-to-day details - from response time to INFO files, from taking delivery of upgrades of GRIPS/DIRS and updates of the databases, to attributing USERIDs, and so on. We had almost no resources to do marketing and user training. In fact, the first year we joined forces with **DIMDI** for user training and limited ourselves to attending Online in London with a terminal, 2 posters, a leaflet and roneoed sheets describing our databases. We had found our first customers from amongst a score of people who had written in with general enquiries. There were also learning processes needed in-house. We had to be taken seriously by the decision-makers, but also by others. For instance, I remember the incident of how a programmer had, without any warning, decided to play around with the system just on the day of the Luxembourg ceremony for Euronet: I was sitting in front of a blocked system, with people looking over my shoulder, sipping their champagne and asking what was happening–nothing ! Most embarrassing! Things got better in the course of 1981-2: ECHO was moved to a computer service bureau (more reliable), a database manager was recruited who was also a systems engineer and a

proper customer service team and help desk were being planned. By then more databases had been loaded and others were in preparation (for instance TED). I believe that if ECHO is flourishing today, it is because it did fulfill and is still fulfilling its tasks for the development of the European information services market albeit adjusted to today's circumstances and today's technology. Hello MAX !
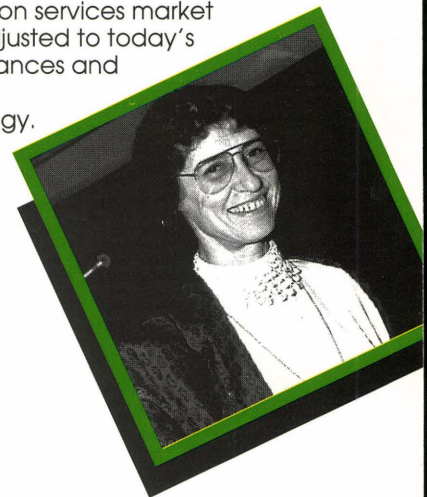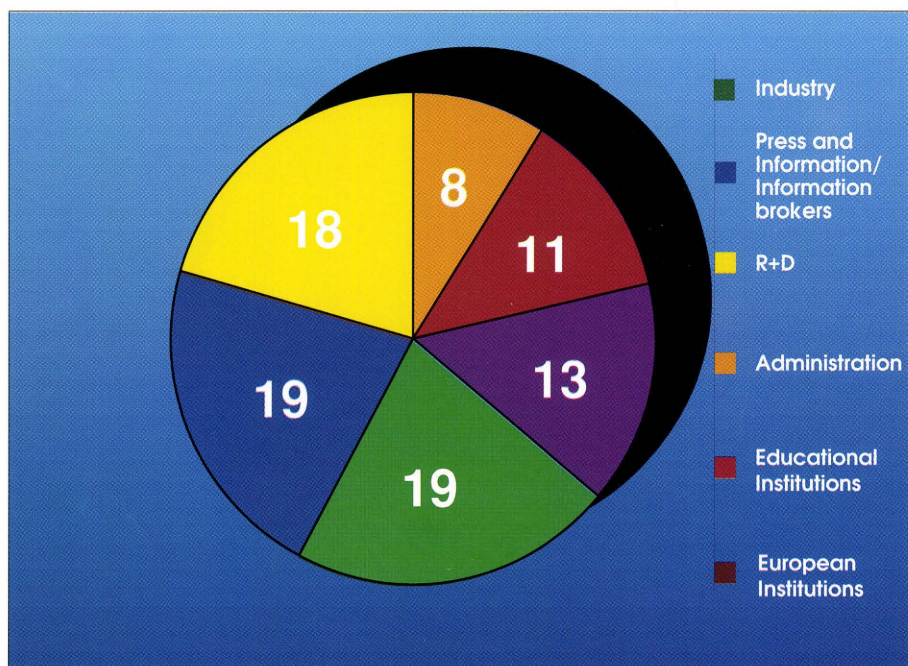
Who are you?

It is essential for any organisation offering a public service to maintain some form of user feedback. During the past two years, a customer coding system has been implemented at ECHO, which allows users to be monitored from both the public and private sectors.

To date just over 3 000 of the 8 000 registered ECHO customers have responded to our questionnaire, which has produced the following results.

Focal points, such as Euro Info Centres, BC-Net (see page 3) Chambers of Commerce, information brokers and press and information offices are heavily represented, (19%) along with the industry sectors (19%). Both groups are closely followed by customers from the

domain of Research and Development (18%). Users within the European institutions represent 13% of the ECHO users who responded to the survey, whilst 11% of clients fall under the category of educational institutions, such as schools, colleges and universities. Sectors dealing with administration on a national and international basis compose the final 8% of ECHO clients who took part in the survey.

Such results confirm ECHO's aim of serving all aspects of the public and private sector. In order to make our records complete, please take time to tell us in which sector you are working, by filling out the form entitled **"ECHO USER SURVEY"** which can be found enclosed in this issue.

Ms Lutes won a free trip to Luxembourg, where she paid a visit to ECHO.
The five prizes for the "runners up" go to:

J. N. Pilling
United Kingdom
for the name: **INVENTEUR**

Claudine Schublin
Luxembourg
for the name: **DIRECT-EUR**

Juan Carlos Vergara
Spain
for the name: **ELLIPSE**
ELectronically **L**ive **I**nformation **P**roducts & **S**ervices in **E**urope

Sylvie Bois
France
for the name: **INFEUROP**

Maitiu MacFhlaannchadha
Ireland
for the name: **ELITE**
ELectronic **I**nformation **T**echnology databas**E**

These lucky "runners up" each received a EUROWATCH.
The organisers would like to thank all those who entered the competition for their time and effort – it was much appreciated.

- Industry
- Press and Information/ Information brokers
- R+D
- Administration
- Educational Institutions
- European Institutions

From Dianeguide to I'M Guide

Readers of issue 1/91 of ECHO News will recall that a new name has been chosen for **DIANEGUIDE**.
I'M GUIDE was selected out of the vast number of entries received by the competition jury. I'M is an acronym already well known to all involved within the information market, and as such presents great possibilities for creating new databases based upon the "I'M" concept.

Stand by for further announcements of a whole new series of user assistance modelled around the I'M logo.
All entries were judged by a jury composed of the CEC, ECHO and EIIA (six members in total).
The lucky winner is:

Ms Barbara Lutes
GMD
Germany.

MAILBOX messages

Unfortunately, a vast majority of the mailbox messages received daily by the ECHO help desk team are incomprehensible in that many appear to be unfinished, with sentences cut off in mid line. Those users accessing via the public password who require further assistance will surprisingly often omit their full address and telephone number. Whilst their queries do not go unheard, a period of two days may lapse before full details are received, and help can be administered.
Your user manual will tell you step by step how to send a mailbox message. New ECHO clients will automatically receive a copy free of charge.

On a similar note, the help desk team receives a daily flux of written enquiries regarding the services offered, yet still faces the same problem. Many addresses are incomplete or are totally illegible. Please give us the details we need for any communication – in this way the customer service we provide can be of an even higher quality.

ECHO USER SURVEY

CUSTOMER NO: 0000 ☐☐☐☐☐

Please circle the one code listed below which best describes your organisation's activities:

☐ ADN   National or Government Administration
☐ ADI   International Administration

☐ RPU   Public Research
☐ RPR   Private Research

☐ ISM   Small Company
☐ IME   Medium Company
☐ ILA   Large Company

☐ FPP   Focal Point - Press and Information Office
☐ FPC   Focal Point - Consultancy, Broker
☐ FPS   Focal Point - SPRINT Network
☐ FPE   Focal Point - Euro Info Centre
☐ FPB   Focal Point - BC-net
☐ FPD   Focal Point - European Doc. Centre
☐ FPM   Focal Point - Chamber of Commerce
☐ IASS   Focal Point - Industrial Association

☐ EBS   Educational Body - School
☐ EBU   Educational Body - university

☐ ECO   European Institution - Commission
☐ EPA   European Institution - European Parliament
☐ ECC   European Institution - Council
☐ EOT   Other European Institution

☐ OTH   Other (Please specify):

How did you learn about ECHO ?

☐ AU   From another user
☐ EC   Exhibition / Conference
☐ AD   Advertisement / Press
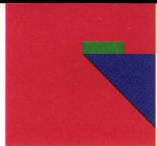☐ OT   Other

Do you participate in Research and Technological Development (RTD) programmes of the CEC?

☐ Yes   ☐ No

Name of principal programme

Name: _____

Acronyms: _____

FRANCE:
After dialling 3614 for Télétel, please type ECHO14.

GERMANY
After having established a connection to the national VIDEOTEX system 'Bildschirmtext (BTX)' please type *33255# or *ECHO# or *ECHO - KEG#

IRELAND
Access to the ECHO pages is available via Cognotec.

LUXEMBOURG
The ECHO programme is available in three different languages, namely French, German and English. After having established a connection with the national VIDEOTEX system, please type
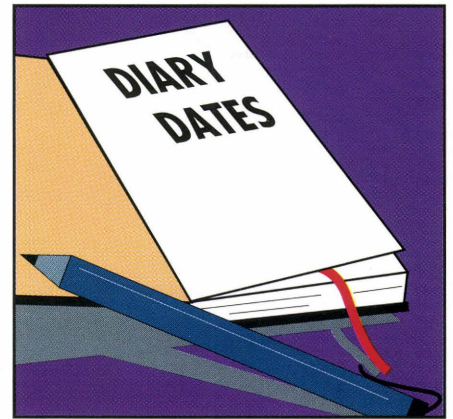
*1370# for access in all available languages , or:

*ECHOF# for French
*ECHOD# for German
*ECHOE# for English.

NEUE BTX-NUMMER FüR ECHO

Kurzfristig hat sich die Nummer von ECHO in Bildschirmtext geändert. Sie erreichen unser Angebot jetzt unter *33255#. Nach wie vor können Sie natürlich auch *ECHO# eingeben.

DIARY DATES

ECHO will be represented at the following exhibitions over the coming months:

Grenoble	**IDEX' 91**	03-05/10/91
Luxembourg	**Foire Internationale**	22-25/10/91
Madrid	**SIMO' 91**	15-22/11/91
Paris	**EDUCATEC' 91**	11-14/12/91
London	**IOLIM '91**	10-12/12/91

I would like to order the following videos:

☐ ECHO short (without CCL)   ☐ TED
☐ ECHO long (with CCL)

each 15 ecu

Language: ☐ English   format:
☐ French   ☐ VHS
☐ German
☐ Italian   System:
☐ Spanish   ☐ Pal
☐ Secam

I would also like to receive the new ECHO Manual:
(cost price 10 ecu)
☐ Yes   ☐ No

I would in addition like to order the CCL training diskette
(cost price 15 ecu)

☐ ....(Lang.)

Name..

Organisation..

Street..

City..

Country..

Payment must be made on receipt of an invoice from the Office for Official Publications of the European Communities

ECHO Customer Service
PO Box 2373 L-1023 Luxembourg

2/91

ECHO