



# SETTING UP A NATIONAL INFORMATION POINT OFFICE

## Setting up, Development, and Operation of an NCP/NIP Information Management System

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## Information Management System (IMS)

**The vital tool for  
the recording and monitoring of activities,  
The allocation of tasks between NIP staff and  
associated partners (multipliers),  
the provision of effective services,  
the promotion of research and funding opportunities,  
the evaluation and measurement of performance  
is ...**

**an integrated Information Management System (IMS)**



## IMS: Whats & Whys

- **What is an Information Management System for a NIP?**
  - A website / internet / intranet ?
  - A database?
  - A paperless office?
  - A platform which allows data recording, publication, promotion, service provision, activity recording
- **Why an IMS ?**
  - Fashionable ?
  - Saves time ?
  - Saves money and effort ?
  - Helps you know what you do, helps you show what you do, helps you find out what you do wrong



## IMS: Reasoning

- **What is the need for setting up an NIP IMS?**
  - To manage a huge amount of information (see CORDIS)
  - To disseminate this information to the interested parties in a friendly and simple manner, taking into account language issues
  - To collect and classify client profiles
  - To record effectively the provision of services to clients
  - To manage the customer portfolio
  - To monitor and evaluate the effectiveness of the NIP local network
  - To integrate NIP office activities
  - To support in a structured and justified manner any NIP development programme and make a convincing fund raising application ...



## Pre-requirements to set up an IMS

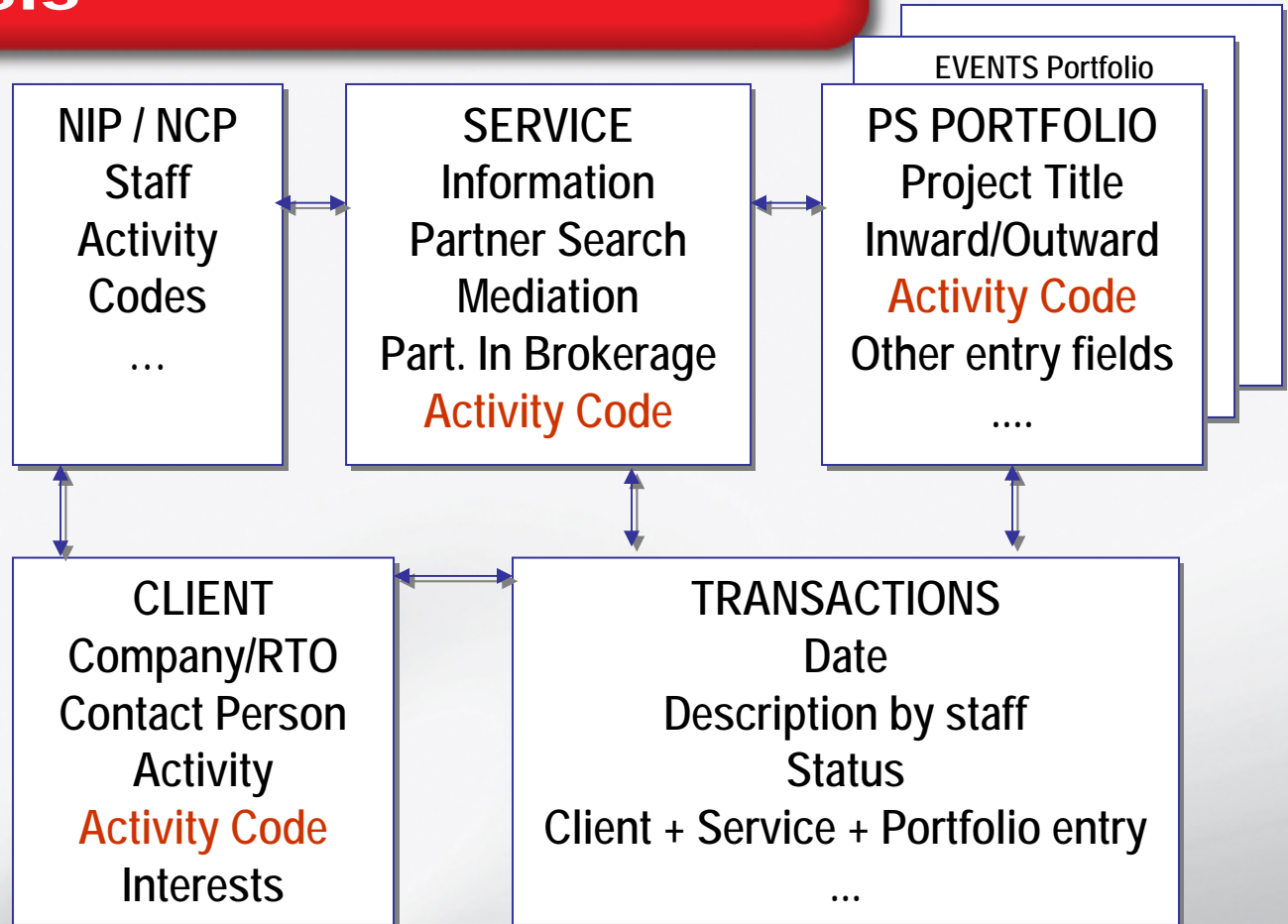
- ❑ Good knowledge of NIP processes (the NIP business), activities and services – *a high rank NIP officer should stick with the development team*
- ❑ Technical expert team (databases, web design, web-database communication) – *with good understanding to management processes and capability to discuss in non-technical terms*
- ❑ Commitment that the NIP staff is going to use it – *together with a design that forces them to use it*



# NIP IMS: a schematic analysis

## Basic Tables and Interrelations

•XML / mobile agents / data mining / translation technologies may be utilised for obtaining, embedding and integrating international information to the national NIP IMS





# IMS: "Events" Table fields – a detailed example

- **Event\_ID:**
- **Event\_Type:** 1=Brokerage, 2=Conference, 3=InfoDay, 4=Seminar, 5=Mission, 6=Exhibition, 7=Internal
- **Title** (max 255) :
- **Location** (max 255) :
- **Date:** (*date form*)
- **Organisers:** (max 255) :
- **NIP\_Participation:** 0=NO / 1=YES
- **NIP\_Role:** 0=None, 1=Principal Organiser, 2=Co-organiser, 3=Speaker, 4=Delegate
- **Deadline:** *for expression of interest to participate (date)*
- **Code\_Classification** (VEIC, CERIF, National): *coded description of the Event content*
- **Participation\_fee** (max 255) :
- **Event\_Description:** (free text)
- **Information:** (max 255) :
- **Web\_address:**
- **Internal\_comments:**
- **Post\_Report:** Summary event
- **Participants\_Number:**
- **Bilateral\_Meetings:** (*number*)

## SUB TABLE 1: Participants List

Organisation:  
Contact\_Person:  
Telephone:  
Fax:  
e-mail: ..... ..

[link to clients database/table]

## SUB TABLE 2: PS catalogue

Title:  
Thematic Area:  
Potential Partner:  
Project\_Type  
Deadline for Eol: ..... ..  
[link to PS Portfolio database]



# IMS Interfaces

## **-Intranet :**

- NIP Central Administrator: Full Access (view, write, edit, delete)
- NIP staff / partners: Access to the topics of their concern (view, write, edit), under validation from Central Administrator

## **-Internet:**

Public Access – with registration (view), to selected information

Restricted Access (view, possibly write), if charging policy is considered (public & private areas)

- *Quick insertion of data, automated dissemination, fast access to information, instantaneous access recording, reporting capabilities*



## Example: the PRAXI HELP-FORWARD IMS

### PraxiTool-IS

<http://www.help-forward.gr>  
(public access – public web pages  
+ password access to restricted pages)

<http://dbserver.help-forward.gr>  
(restricted access – password only)



## PraxiTool-IS capabilities

1. Office Statistics per defined period
2. Specific service provision records (e.g. FP info)
3. Events recording and planning (past & future)
4. Quick client search / contact person search
5. Parametric client search (e.g. thematic search, "3") and thematic mailing lists creation
6. New staff activities monitoring (last 7 days)
7. Newsletter content creation at a press of a button
8. Event management (9<sup>th</sup> VC forum – GR version), related profiles and services provided