

## **Finding Out What Users Really Want From NREN**

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### **It is not enough to enable connectivity. NREN should also provide user support.**

The mission of NREN is not only to provide the infrastructure but also to enable its usage in order to improve everyday work and life by usage of ICT.

Infrastructure needs to be fast, safe and reliable. NREN anticipates users' needs as a part of its mission. User support systems provides contact points, distribution of information, help in usage, education, conferences, support for pilot projects and promotion.

NREN should offer only the services of acceptable and sustainable quality level. The aimed quality level will be achieved by working with users, not just for them.

### **Users' needs have to be closely monitored and measured.**

Skills are needed in listening and understanding users and their requirements. While listening to users' feedback it is very important not to assume the background of answers, but to ask for more detailed explanation. Feedback is valuable if adequately used to improve your network and services. Constant improvements in accordance with users' feedback are necessary.

Users should be segmented and offered services need to be adjusted to targeted groups.

User orientation has to be present in all activities, in technical as well as in non-technical projects. User satisfaction should be one of the key criteria for the success of a project and services in general.

### **Users' needs are constantly changing**

Existing services are expanding following the growth of users' increasing skills and knowledge.