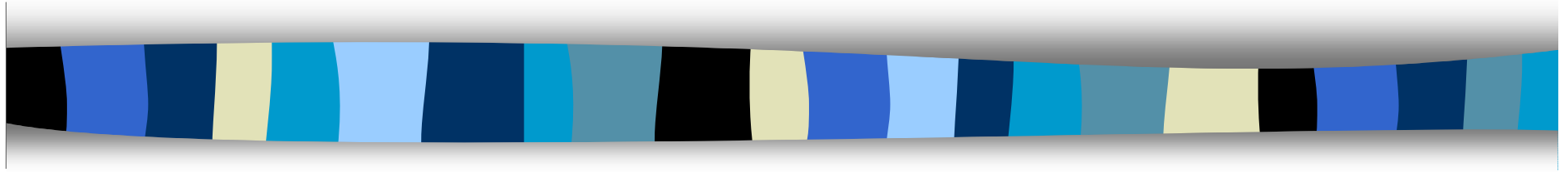


Finding Out What Users Really Want from NREN



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Next 20 minutes about:

- Key factors for good user support system
- Process of developing a system
- What do our users really want?
CARNet experience
- Collaboration and Feedback
- Principles



Key factors for good user support system

- Vision and Mission
- User oriented organization



VISION of CARNet:

- Croatia as a society of knowledge.

MISSION of CARNet (1):

- Development of advanced ICT infrastructure for academic and research community including fast and safe network, different contents and services.



MISSION of CARNet (2):

- Improvement of work and life through the application of ICT technology by introducing its possibilities and providing help in the process of usage.
- Support to knowledge dissemination, information exchange as well as creation of contents accessible via net.



User Oriented Organization

- User orientation is one of the core competences of NREN employees
- User satisfaction should be one of the key criteria for the success of a project and services in general
- Every service has user support – user friendly services

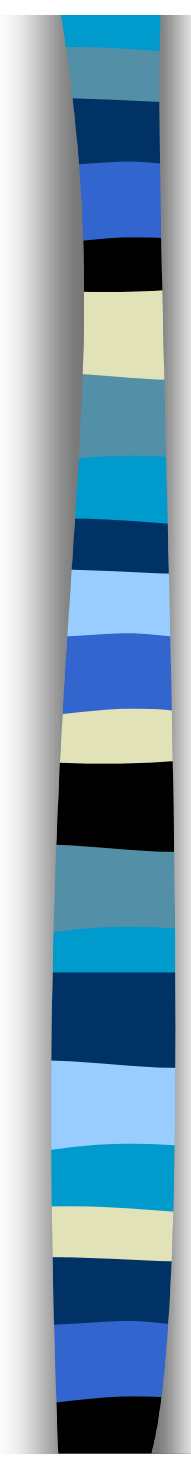
Process of developing a system



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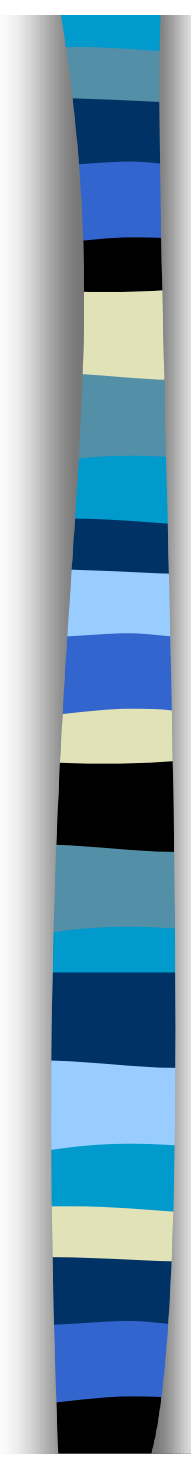


What do our users really want?

CARNet experience (1):

(1) Contact points

- Helpdesk for end-users
- Member Services Department
- CMU
- Helpdesk for system-engineers
- contact for all users:
komentar@CARNet.hr



What do our users really want?

CARNet experience (2):

- (2) Information distribution system
- (3) Edupoint - Educational Centre
- (4) Referral centres
- (5) CUC - CARNet User Conference
- (6) Special events, lectures
- (7) Support for pilot projects
- (8) Promotion



Collaboration and Feedback

- member institutions annual reports
- questionnaires for students
- interviews with professors and scientists
- visits to member institution
- collaboration among employees

Feedback is valuable.



Principles

- make user segmentation
- design your users experience
- work with users, not only for users
 - users know less about technology, developers know less about possible application in different areas
 - put advanced user in a project team

User can be our valuable partner.



Conclusion:

- It is not enough to enable connectivity. NREN should also provide user support.
- Users` needs have to be closely monitored and measured.
- Existing services are expanding following the growth of users' increasing skills and knowledge.