

European Recreation Navigation Observatory Final presentation

- VNE (Inland Waterways of Europe) - Final Conference -

Liverpool

dr. Yvo Peeters, W&Z

Frank Knoors, Sequoyah

22-23 November 2007

Target group

- **Waterway authorities**
- **Recreational users**
- Some sectoral economic actors
- Other relevant public actors

Mission & positioning

- Clearinghouse for information to support various user categories to find relevant information
- Support policy coordination between several Waterway Authorities

While EPWA is focussed more on navigation & infrastructure and INE on the users of the waterway, both are doing so from the perspective of the economical user.

ERNO should therefore on all aspects of the recreational use of the waterways, both from the perspective of the authority as from the perspective of the user.

Tasks for the ERNO Observatory

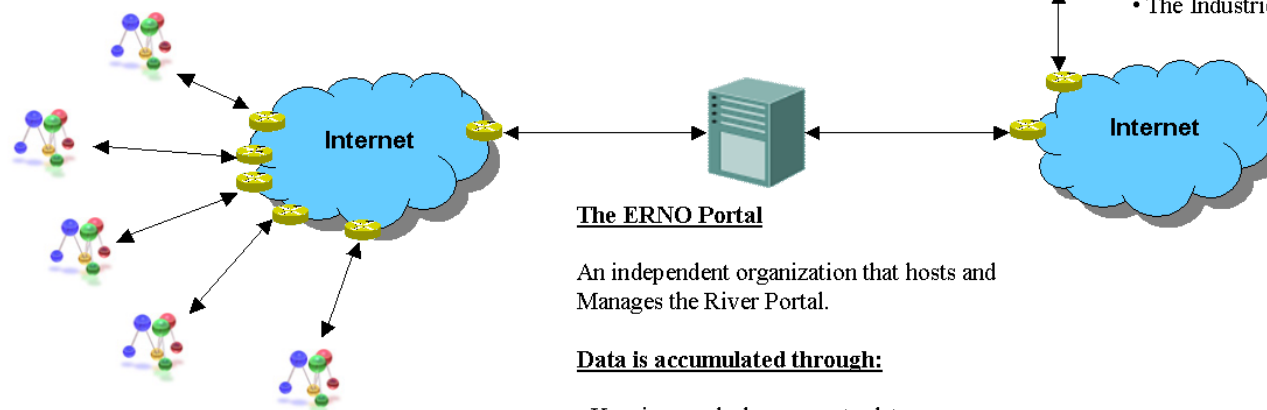
- **Informational:**
 - Identify information requirements
 - Identify new available documentation and its source
 - Linking/uploading new information
 - Inform users about new information
- **Collaboration:**
 - Interaction support between users (FAQ, follow-up discussions)
- **Analysis:**
 - Comparative analysis, e.g. in the area of regulatory differences between individual waterway authorities

The ERNO Portal concept

- **Approach:** A website where the information packages/country can be retrieved through use of screened URL's and/or published documents
- It allows central identification of topics and geographical area's for which a topic is to be consulted, but the actual information looked up is only referenced, not stored, in the central database. This allows the user to navigate through the information from a unified perspective, but it does not allow consultation of detailed information items within the central database – going outside to referenced websites is required for that.

The ERNO Portal concept

A static website where the information packages can be downloaded



The User:

- Private Citizen.
- The Professional User.
- The Industries.

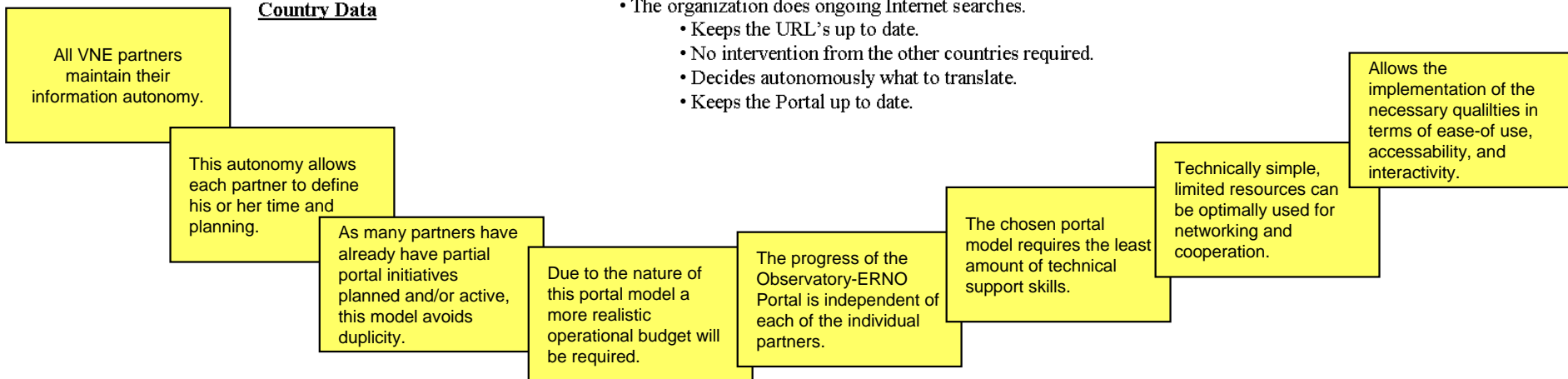
The ERNO Portal

An independent organization that hosts and Manages the River Portal.

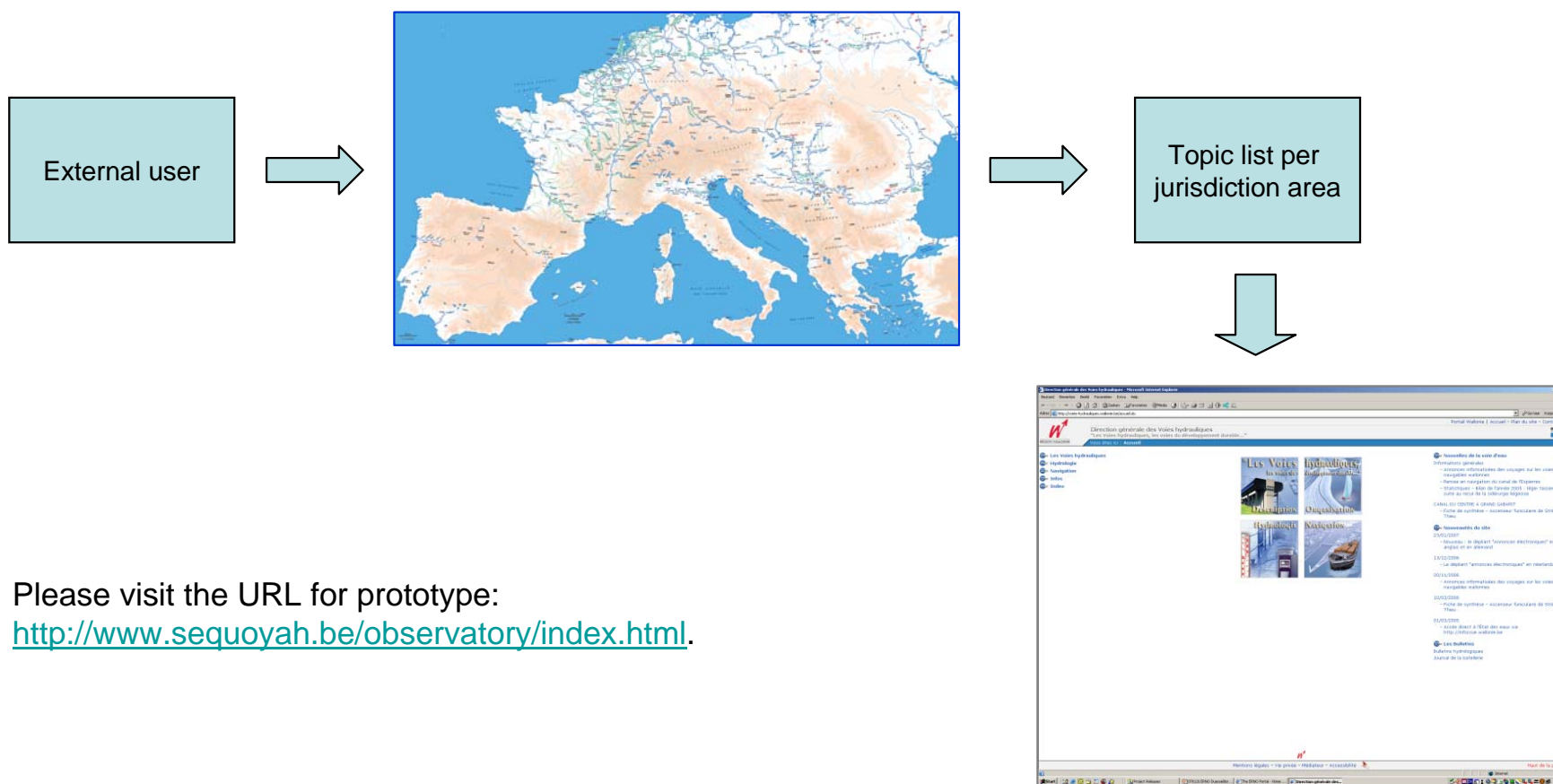
Data is accumulated through:

- Keeping a splash page up to date.
- Redirecting the selection of the user.
- The organization does ongoing Internet searches.
 - Keeps the URL's up to date.
 - No intervention from the other countries required.
 - Decides autonomously what to translate.
 - Keeps the Portal up to date.

Country Data

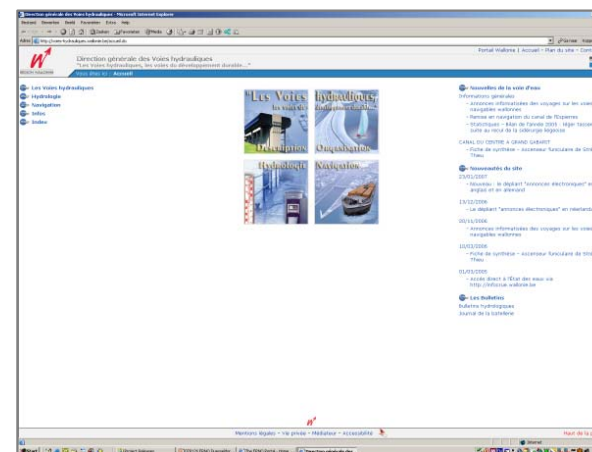
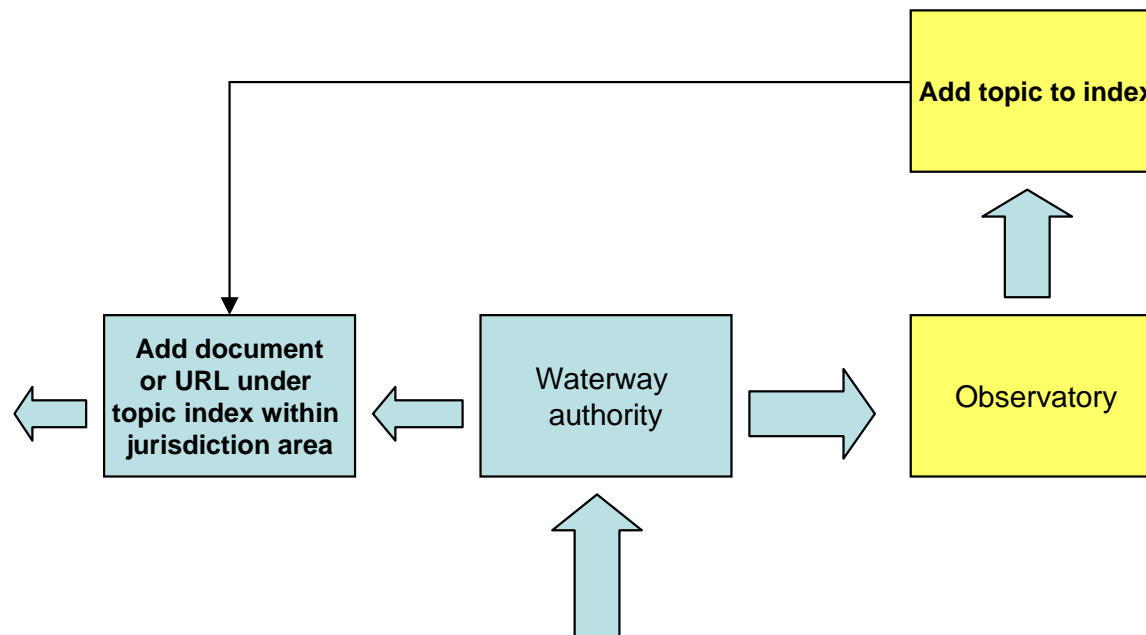
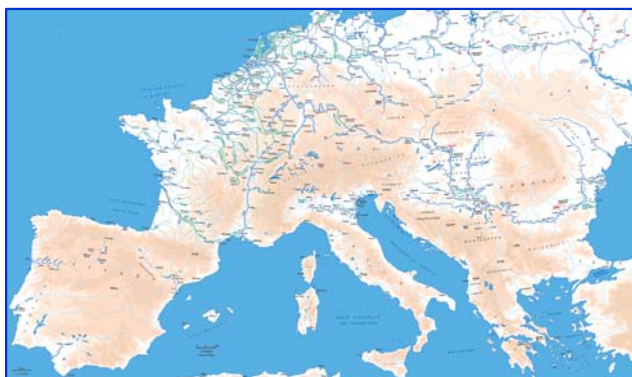


How to access the portal



Please visit the URL for prototype:
<http://www.sequoyah.be/observatory/index.html>.

Upload and retrieval of information: Dynamic document uploading

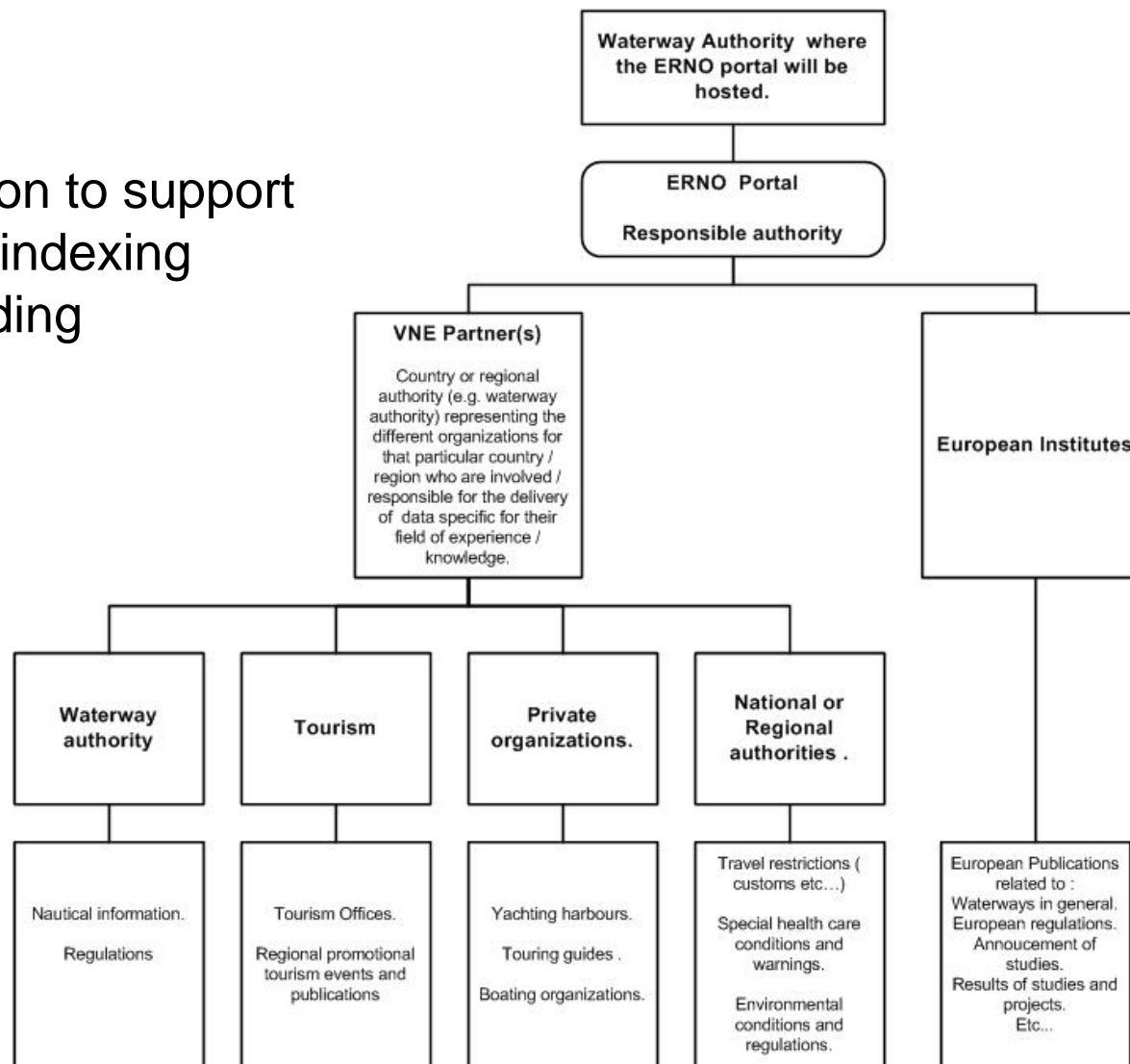


Upload and retrieval of information: Document indexing

- **We opt for a dynamic environment, not for a static list of documents and URL's**
- **Therefore the ERNO Document Upload section will facilitate ERNO members to upload information as follows:**
 - **ERNO members propose topics and/or keywords for document indexing**
 - **ERNO observatory to establish the official list of indexing topics/keywords regularly**
 - **ERNO members to use upload functionality for documents**
 - **ERNO members to define the descriptors for specific uploads (documents or URL's)**

Upload and retrieval of information: Organizational setup required

Organisation to support
document indexing
and uploading



Upload and retrieval of information: Information categories

- **1. For all:**
 - **Nautical information**
 - **Regulations and permits**
 - **Water recreational tourism information**
 - **Environmental regulations and conditions**
- **2. For the waterway authorities**
 - **Statistical information**
 - **EU Studies not yet released to the public**
 - **Country internal official documents aimed at authorities and the public and with added value to the Waterway Authorities**
 - **Aligning policy development between Waterway Authorities**

Interaction between users: Dynamic document uploading

- ERNO Communication Exchange
- The ERNO Forum section will facilitate ERNO members to exchange information amongst themselves. It will be decided during the final Portal design to make this a Forum open to the public or a “Registration Only” Forum. Either way the area will provide:
 - Creation of messages
 - Upload of attachments
 - Questions & Answers section
 - News Section
 - Discussion Topics
 - Regional subjects
 - List of contacts
 - Forums

Interaction between users: Provided structure

- Following possibilities should be included:
 - Define types of messages (news, question, position within a policy area, problem report, etc.);
 - Define discussion topics lists (multi-level, e.g. situated within policy area's);
 - Define regions (jurisdiction area's), possibly linked to the map;
 - Define contact person per topic per region;
 - Start a forum thread by an initial message, describing an opinion/position/problem, and labelled by message type, topic, region, author;
 - Automatically inform relevant contact person of new thread;
 - Thread can be continued by other persons;
 - Monitoring of status of the thread (open, closed, solved, etc.);

Implementation

- **Organisational**
 - Draw a convention on ERNO between participating Waterway Authorities of Europe
 - Initialize, staff, house, and equip ERNO organisation
 - Define outsourcing and contracting framework for the implementation of the ERNO portal, avoiding a dependency on a specific external developer

Implementation

- **Staffing**
 - **Person 1: Should be responsible for**
 - *The daily administration,*
 - *Creation of new Waterway Authority alliances,*
 - *Networking and promotion of the ERNO Portal, and*
 - *Work/track the ERNO Portal's roadmap.*

 - **Person 2: Should be responsible for the technical nature of the ERNO Portal:**
 - *User account administration.*
 - *Minor Portal design work.*
 - *Verification that new information gets uploaded.*
 - *Ongoing research towards to be added information.*

Implementation

- Budget**

Start up investemnt				Total	
Investments (1x)					
Portal Design (5MM x 10.000/MM)				€50.000	
Infrastructure					
PCs (3 x 2.000)				€6.000	
Server (1x 3.000)				€3.000	
Printer (1x 500)				€500	
Total				€59.500	
Annual Operational Budget		M	Per month	Total	
Personnel					
Project Manager 50% FTE		12	50%	€5.000	€30.000
Secretary 50% FTE		12	50%	€3.000	€18.000
Operations Manager 50% FTE		12	50%	€4.000	€24.000
Services					
Hosting Fees		12		€200	€2.400
ISP		12		€100	€1.200
Portal Maintenance (% design)			12%		€6.000
Accommodation (16 m ² * 0,70 Euro/m ² per day per person)		12	50%	€627	€3.763
Total				€85.363	
<p><u>On the basis of a yearly operational budget of 90.000 euro and starting with 6 partners this would mean a yearly cost of 15.000 euro for each partner</u></p>					

Conclusions: Data delivery

- The integrity of the information published on the ERNO Portal will always remain under jurisdiction of each 'Waterway Authority'
- Each Waterway Authority will be responsible for uploading and/or editing the approved information
- Each Waterway Authority decides autonomously in which language information will be published

Selected ERNO platform

- A website is proposed where the information packages/country can be retrieved through use of screened URL's and/or published documents.
- Due to the nature of this portal model a more realistic operational budget will be required.
- The progress of the Observatory Portal is independent of each of the individual partners.
- The chosen portal model requires the least amount of technical support skills.
- Due to the more simple technical nature, the limited resources can be optimally used for proper networking and cooperation drafting amongst the partners.
- In order to make the ERNO Portal as productive as well as used we propose that the future ERNO management institutes as much as possible interactivity tools. This could result in a higher budget than currently described under this report.

Conclusions: Selected ERNO platform

- Even though we propose that the creation of the ERNO portal be outsourced we highly recommend guarding for complete portal design documentation in order to maintain control for future maintenance and/or expansion(s).
- Utilization of a content management system (CMS) as a basis for implementation is important to enable the Observatory portal operator to keep it up-to-date without becoming too dependent on the outsourcee. On the other hand, several of the functionalities described will require some customization, since available CMS systems are not offering such functionality off-the-shelf (or are not easily available from add-on suppliers in case of open source solutions). It is therefore important to strike the right balance between utilization of a CMS on the one hand, combined with an outsourcee which knows the CMS very well in order to be able to make the customizations that are needed within a reasonable budget.
- In order to make the ERNO portal viable a yearly operational budget needs to be created. This should be one of the important tasks of the assigned project manager. Different ways on how this yearly budget can be obtained should be part of his/her tasks.
- In order to assure the quality of the ERNO portal we suggest a yearly quality audit will be performed through an independent party.