



COPERNICUS FINAL USERS WORKSHOP MINUTES

12.01.2016

Discussions and exchanges Copernicus Final Users' Workshop that stood on January 12, 2017 emphasized several points that have been classified according to the three main topics:

1/ The tool

2/ The tool content

3/ The tool-related processes

Then followed by "Next steps" and "Recommendations" section.

1) THE TOOL

Question

- ✓ Could you precise what is the added-value of the tool?

EY answer:

This tool provides access to Copernicus products on a cross-cutting basis that takes into account the "need defined by the demand". Besides it will help new comers to access the Copernicus offer based on their needs whatever the Copernicus domain / service's.

► ***Complete and refine the search by key-words***

Question

- ✓ Can you provide additional filters to enable more precise searches including (i) geographical dimensions (ii) time dimension (iii) parameters ?

EC / EY answer:

EY wants to respect Entrusted Entities' requests not to create overlaps between Copernicus website and Copernicus sub-domains websites. Such additional filters are already managed on Copernicus subdomains websites.

Moreover, an "in-depth" search option would increase the risk have unsatisfied searches for too specific products.

Nevertheless, EY will investigate feasibility conditions to integrate a geographical dimension in the "Search by key-words" based on geographical references including in Copernicus products names/description/key-word.

In parallel, EY will analyse when Copernicus domain catalogues refer to the geographic dimension for specific products how the tool can reflect this information in the list of products detected by the search engine.

Question

- ✓ Does the tool allow complex searches (meaning taking into account compound word)?

EY answer:

Yes, the tool allows a search by complex /compound words

Question

- ✓ Could prioritization of criteria / results and use of operators:
 1. Consider weight criteria when submitting a research base on users 'priorities?
 2. Consider to configure the tool to display a narrowed-down list of products?
 3. Consider to allow the use of logical operators; such as "AND/OR" or more complex operators?

EY answer:

Today, the "Search by name/key-word" outputs are based on an algorithm that gives first priority to names/key-words included in the product title, second to names/key-words included in the product description or associated key-words.

It would be possible to introduce a weighting system giving priority to a given list of key-words. These priorities could be alternatively designed by both EE or/and users.

The "Search by keyword" option integrates the "inclusive OR" operator by default.

EY will consider how to introduce more complex weight criteria to make more relevant the selection and the ranking of products identified by the search engine.

Question

- ✓ Can you ensure the harmonization of semantics and products, in a cross-cutting approach allow relevant and homogeneous results?

EY answer:

This request aiming at providing a stronger harmonization would significantly improve the performance and the robustness of the tool. This issue might be managed by the EC.

► **Language settings :**

Question

- ✓ Does the tool allow language selection?

Would the tool integrate an incremented translator in the search by name/key-word option, enabling to display results, in English, regardless the language used for the search?

EY answer:

Today, the Copernicus website is only in English, so is the "Product Access" tool.

EY will design the tool to be adapted to the future generation of Copernicus.eu website in that respect.

In addition, EY will further investigate the technical feasibility of including an automatic translator in the search tool as suggested by a participant

► **Name of the tool**

Question

- ✓ Could you improve the name of the tool?

EY answer:

Yes of course we can improve the name of tool. As a reminder, the name suggested was simple and short allowing a better understanding for non-experimented users, which is the core target of the tool.

However, EY suggest to have a specific discussion on that topic with the EC to find out the most appropriate name of the tool name does not fall under EY scope but is of DG GROW responsibility. This question will be addressed in coming weeks based on COM and Entrusted Entities inputs.

▶ **Contact List**

Question

- ✓ Is it possible to design a “Contact List” to be displayed on the navigator pages?

EY answer:

EY has already integrated a functionality that would make possible to provide a power map with a list of contact.

EY will discuss that point with EC to qualify the list of contact in order to ensure full compliance with Regulation (EC) No 45/2001 of the European Parliament and of the Council.

2) CONTENT OF THE TOOL

Question

- ✓ Could you clarify why this tool is not a super-catalogue?

EY answer:

This tool constitutes a navigator displaying a list of already existing products / services with a short description while a super-catalogue would give access to products with much more detailed and technical information on each of the products and even to Copernicus data.

Question

- ✓ What are we talking about when coming to Copernicus products in this tool?

EY answer:

The tool addresses the products/information developed by the Copernicus services only.

As agreed with the Commission, the Copernicus products presented correspond to the maximum level of granularity that still allows homogeneity between all Copernicus domains portfolios. It provides high-level information on Copernicus products, but offers the opportunity to the user to get detailed description of the selected product by clicking on it and then accessing the services subdomains managed by the Entrusted Entities.

Question

- ✓ Does the navigator constitute a real gain for time as far as user cannot have directly access to the lowest granularity of a Copernicus product?

EY answer:

The navigator aims at expanding the Copernicus users' community with news and experimented users as expected in the Contract. In that respect it will really represent a time saving for new comers to identify generic products related to their needs and then to fine-tune their search with geographical and time indicators

Experimented users will likely go straight to Copernicus product portfolio catalogues.

Question

- ✓ Ensure that all domains related to a given product do appear when displaying the product description (for both alphabetical of key-word based search options)

EY answer:

EY will check and manage this requirement

This point will be fixed for the final tool.

▶ ***Security domain management***

Questions

- ✓ Could you define the proper level of products display :
 1. List of products name only / list of types of products
 2. Include a short description of products
 3. Define whether Security products are findable or not
- ✓ Could you define an authorized community with ad-hoc clearance and level of access according to different categories of users (professionals, institutions, public...)?
- ✓ Could you consider INSPIRE compliance aspects prescribing the discovery of all available products?

EY answer:

EY is very aware of the specific conditions to manage the security domain and has noticed that an internal debate among the Copernicus stakeholders should clarify the information on Security products to be disclosed.

EY suggests to organise an ad-hoc close-door workshop to agree on the promotion of this security-related products.

▶ ***Emergency domain management***

Questions

- ✓ Could you define what information can be displayed given that no Emergency catalogue exists for the moment?
- ✓ Could you consider adding a restrictive layer as regards to confidential information?

EY answer:

EY suggests working on a bilateral basis with each domain to address very specific topics in order to design tailored solutions.

These points will be addressed by the Commission in a meeting to be organised with Entrusted Entities in the coming weeks in order to identify the most appropriate approach.

3) TOOL-RELATED PROCESSES

▶ *Allow the automatic update of results*

Question

- ✓ Does the tool will be automatically updated?

EY answer:

The automatic update feature was not available on the pilot. It will be included in the final tool to be delivered by the end of the ongoing specific contract with updating modalities to be defined (periodicity, timing...)

▶ *Users profile details*

Question

- ✓ Could you consider to ask for more detailed information to new subscribers (Member State, position)?
- ✓ Could you introduce an “agreement section” asking for users’ authorization to share their information?

EY / EC answer:

The details related to users subscribing “form” will be customized with additional especially as regards with the profile of people. This topic will be discussed with the EC.

▶ *Feedbacks and users outputs – Communication with EE and MS*

Question

- ✓ Could you consider allowing an integrated share of user’s information between Copernicus support office and Entrusted Entities?

EY / EC answer:

This functionality will be dedicated to Authorised users only. Access rights for data reporting will be defined by the EC.

Up-to-date, feedbacks and questions will be directly sent to the Copernicus Support Office which will then redirect technical questions to the respective Copernicus Entrusted Entities.

Question

- ✓ Could you provide specific access to MS and policy makers especially for reporting consultation?

EY / EC answer:

Policy makers have many direct channels to send their suggestions/requests.

► *Statistics*

Question

- ✓ Will the tool be able to provide statistics with a traceable mode for more relevant analysis

EY

Yes of course, it is necessary to deliver analytics relevant and robust as much as possible

Question

- ✓ Could you refine the statistics functionality with the identification of scope of analysis

EY answer:

EY will explore all options to find out feasible solutions on this request

Next Steps:

- ▶ *In the forthcoming weeks, Entrusted Entities, European Commission and Final Users support will be crucial to enable the transition from the pilot phase to the implementation phase.*
- ▶ *Your remarks will be integrated, subject to the Commission approval as well as regarding our contract limitations (budget/timeframe...)*
- ▶ *EY is willing to organise, with the EC support, bilateral exchange with each Copernicus domain responsible and with the EC to address specific issues and complete missing databases*
- ▶ *EY is looking forward for your suggestions, please feel free to use the feedback option of the pilot to send your comments (as described in the attached procedure). It would be particularly appreciated to receive them before February 6, 2017.*

Recommendations:

- ▶ *Develop a tool whose design and utilisation will facilitate the access of new users in view of broadening and enriching the Copernicus Users Community, as well as replace the final users at the heart of the offer design*
- ▶ *Accelerate the harmonization of semantics used and products to ensure relevant and consistent results.*
- ▶ *Implement a tool without “new” information or overlaps, as requested by the Entrusted Entities and tender specifications*
- ▶ *Integrate Copernicus subdomains existing databases into the Copernicus.eu database*
- ▶ *Review and enrich products name and/or description on Copernicus subdomains websites to allow high-quality and consistent results*
- ▶ *Perform a concerted work, involving EC and EEs on key-words weighting system to allow more relevance and accuracy.*
- ▶ *Organise a webinar to be shared with Member states in April, to present the functioning of the final tool*