

## **PROPOSAL ON HOW TO ENHANCE THE WP.4 DOCUMENTATION SERVICES**

SOURCE: AD HOC GROUP ON WP.4 DOCUMENTATION  
STATUS: PROGRESS REPORT  
ACTION: FOR INFORMATION; WP4 September 1996, Agenda Item 10

At the March 1996 WP.4 session, the Norwegian proposal on enhancing the WP.4 documentation services was discussed (WP.4/R.1221). It was decided to form an ad hoc group to follow-up and work on this matter.

This proposal has been made by the ad hoc group, and suggests how to enhance the WP.4 documentation services.

The proposal consists of the following elements:

- Short term enhancements,
- Long term enhancements,
- Production of material,
- Distribution/availability,
- Funding,
- Co-operation/Information & tools retrieval.

## **SHORT TERM ENHANCEMENTS**

The WP.4 secretariat will offer WP.4 delegates a CD-ROM. The CD-ROM will contain the following:

- a) all published WP.4 documents and CRP's to date (which are available in electronic form)
- b) all information published by WP.4 on the Internet (World Wide Web), including the TRAFIX site information, and
- c) all other information related to trade facilitation, e.g. ISO standards of such kind.

**Purpose:** The delegates will have easy access to trade facilitation information, and a ready-made archive for these documents.

Documents which are not available in an electronic format can be left out. The WP.4 secretariat may decide whether to store documents in the format they are written, or begin the process of converting these into the PDF format. The extent to which old documents should be transformed into the PDF format, is depending on how much resources are given to the WP.4 secretariat. Therefore it will be their decision which old documents to convert. The PDF format is readable by Adobe Acrobat Reader, which is distributed free of charge and is available for UNIX, DOS, Windows and Macintosh platforms. All new documents, published from today's date, will be provided in the PDF-format.

One or more Internet browsers will be included on the CD-ROM. The browser(s) will have to support tables (HTML version 3.0), which greatly enhance formatting possibilities. Whether to include more than one, depends on the providers co-operation and the policy of WP.4. Only to include one browser may not be considered a neutral position by WP. 4 against commercial providers. Other applications desired are described in the section: Co-operation/Information & tools retrieval.

Through the provision of the TRAFIX materials and WP.4 documentation on CD-ROM the need for Internet access is reduced. This is important especially for countries where WWW access is technically difficult or telecom charges are prohibitive.

## LONG TERM ENHANCEMENTS

Further development of the CD-ROM service includes the following:

- better on-line presentation of the material, including
- provision of indexes based on different elements, e.g. list of WP.4 documents related to UN/EDIFACT security,
- search tools for free text search in all or some documents,
- etc.

These tools are considered important, and are potentially the most expensive part of creating the CD-ROM. They should be provided as soon as possible, but with consideration to resources available. Limited funding may delay provision of tools considerably.

Optional multi-lingual user interface can be provided in co-operation with national delegates. The CD-ROM can include "start-up screen" and information from delegates, if desirable.

Some have suggested a broader plan for issuing and disseminating material related to UN/ EDIFACT and international trade facilitation. Such a plan should take into account all aspects of WP.4 documentation services. The ad-hoc group should continue its work in order to find solutions for enhancing the documentation services on the long term.

The CD-ROM service will at first be in addition to the existing service of distributing documents on paper and diskette. After some experience has been gained, the WP.4 may decide that some of the existing services are replaced by the new ones. Replacement will find place if most delegates are in favor. Secretarial expenses for providing documents on paper are significant, and eliminating paper documents will make these resources available for other secretarial services.

## PRODUCTION OF MATERIAL

Prices for producing CDs have been given as follows:

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Bulgarian plant DZU-Stara Zagora

The actual quotation for production of CD-ROM of DZU-Stara Zagora is as follows:

- preparing of master tape	- 200 DEM
- mastering	- 1200 DEM
- for 500 copies	- 2,54 DEM per copy
- 1000	- 2,05 DEM
- 2000	- 1,83 DEM
- 3000	- 1,56 DEM
- 5000	- 1,41 DEM
- 10000	- 1,30 DEM

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Slovakian plant (name unknown) can offer:

- minimum 1 000 pieces of CD's.- SFR/CD,
- minimum 400 pieces extra CD's.- SFR/CD,
- lower volumes are much more expensive ca 40.- SFR/CD.

The price includes a plastic box, paper cover and bicolour picture on CD.

Complete CD delivery: 4 weeks after the data delivery.

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The Bulgarian plant has set a price for preparing of master tape at 200 DEM, and for mastering: 1200 DEM. Whether the price of each CD is given with the preparing of master tape and mastering in mind, is not clear.

The Slovakian plant may charge extra for these activities, as well. The WP.4 secretariat may possibly do these two activities themselves.

The Bulgarian plant seems to have the cheapest offer, if prices are correct and all relevant things are included. Whether to make decision based on other aspects than price (and of course: quality), will have to be decided by the ad hoc group, WP.4 or its secretariat (e.g. special consideration to offers from companies in countries struggling to develop a local industry).

## DISTRIBUTION/AVAILABILITY

New release of CD-ROM's should be related to WP.4 sessions. Therefore, there should be one or two releases each year (depending on the number of WP.4/CEFACT sessions per year). The CD-ROM should ideally be available to delegates in due time before each WP.4 session, and contain all R-documents to date including those that will be discussed during the session. The dates for submission of documents should be set with the production process in mind, and the production should be streamlined for maximum speed of delivery. When produced, the CD's should be sent to delegates by first class mail. Documents delivered after deadline for submission will be CRP's (on paper, as is done today). All documents (including CRP's as soon as they are produced) should also be available on the UNICC server via World Wide Web and possibly also via FTP.

The WP.4 secretariat is required to publish all WP.4 material on the UNICC server. It will no longer have to update information stored on the ITU server. A link should be established to guide users to the UNICC server.

Each CD-ROM contains over 600 MB. This will hopefully be enough for all desired information and necessary applications.

An estimation of the number of delegations interested in subscribing on the CD-ROM can be set at approx. 25. This number may be too low or too high, and it may be strongly related to subscription fee. Since the price of producing less than 500 CD will be unreasonably high, it is better to offer delegates more than one CD. If all parties are willing, the delegations may resell the CD's in their respective regions. Based on production of 500 CD's, each delegation may have as much as 20 each. If producing 1000 CD's, each delegation gets 40.

The total price for providing the CD-ROM to delegates can be calculated as follows (one man day = 500 ECU):

Activity	Cost in ECU's	Based on man days:	Active part
Information retrieval	2500	5	WP.4 secretariat, ad hoc group, others
Preparing of master tape/mastering	500	1	WP.4 secretariat or plant
Production of 500 CDs	750		Plant
Administration/ distribution	750		WP.4 secretariat
<b>Sum short term enhancement</b>	<b>4500</b>		
<b>Subscription fee (25 subscribers)</b>	<b>180</b>		
Preparing indexes, etc.	5000	10	WP.4 secretariat, ad hoc group, others
<b>Sum including additional long term enhancements</b>	<b>9500</b>		
<b>Subscription fee (25 subscribers)</b>	<b>380</b>		

These figures suggest that 25 subscribers can be offered 20 CDs for 180 ECU each (or let us say 200 ECU). For indexes and more advanced tools, one should charge more: 380 ECU. Alternatives are somewhere in between, e.g. 250 ECU for 15 CDs. The rest of the CDs (500 - 375 = 125) can be sold by WP.4 secretariat for e.g. 150 ECU. We should be aware that such a policy might undermine the subscription arrangement. It might be a better idea to keep some CD's for late subscribers, e.g. to offer the 125 CDs as 15 each for 250 ECU to some 7 -

8 new subscribers. This will give an income of 250 ECU \* (25 + 8) = 8250 ECU, which will give some resources for long term enhancements. The missing resources can be based on income from the next CD-ROM release.

## FUNDING

The basic funding is presented above. Other financial solutions may include that the WP.4 secretariat or a certain initiative group on behalf of WP.4 propose to companies in the field of electronics, computer industry, telecom, software and consultancy providers, etc. to reimburse the expenses for each production of CD-ROM in exchange for an advertisement of the activities of the sponsoring company (that's to intend a part of disk for its ads). In exchange for a insignificant cost of e.g. 2 000 USD the donor will have an opportunity for world-wide advertisement. The question is whether WP.4 will give permission to have advertisements in their publications, i.e. the CD-ROM.

## CO-OPERATION/INFORMATION & TOOLS RETRIEVAL

WP.4 should make contact with other standardization organizations (ISO, etc.) in order to make agreements on publication of trade related standards on the CD-ROM. If charges are made, the price for receiving the CD-ROM will have to take that into account or the WP.4 secretariat can decide to leave the standard in question out.

All documents sent to WP.4 for publishing should be in a standard format, possibly with standard layout as well. This will make publication easier for WP.4. The secretariat may provide delegates with different style sets for the preferred word processing applications, which can be included on the CD-ROM and on WP.4 WWW site. Submission of documents can be either by e-mail, diskette or by FTP transfer (or "uploading" on WWW).

When producing WP.4 documents, the WP.4 secretariat should convert the original file from a word processor format into a PDF file. Using this PDF file the secretariat may print a paper copy of the document. This will minimize the risk for differences in appearance between word processor document outprint and PDF-file.

The applications needed for getting access to the information is the following:

- Internet browser
- Adobe Acrobat Reader
- Search tools
- Index tools

In addition, the WP.4 secretariat will have to be provided with applications required to produce documents in these formats, such as HTML Transit and Acrobat Pro (Distiller)/Exchange.

For making indexes and providing search options, the CD-ROM can possibly include some of the other Adobe products, like Acrobat Search and Acrobat Catalog. (These products may require use of Acrobat Exchange.) Other solutions can be based on other Internet products, i.e. Internet servers, that provides the user with search options. Contact with possible software providers have to be made in order to examine the possibilities for including their applications on the CD-ROM, preferably long term agreements and as contributions in kind ("sponsorship").

The applications should be available for both IBM compatible computers with Windows and for Apple computers (Macintosh).