

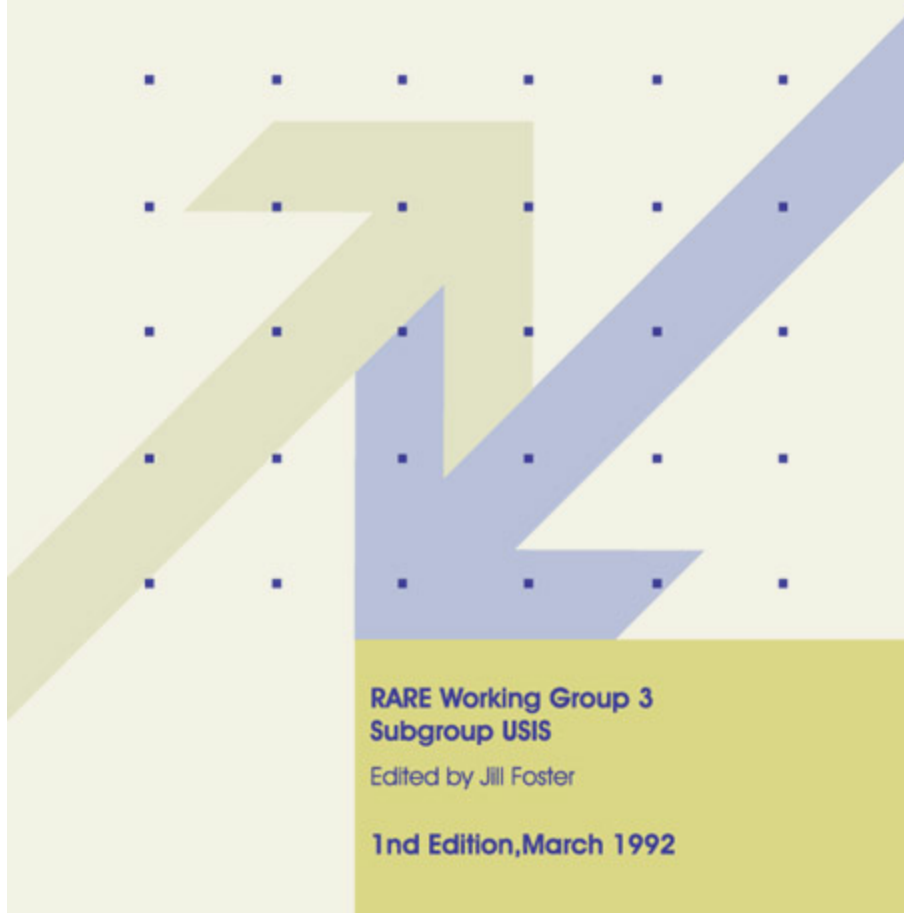
RARE



TECHNICAL REPORT 1

**User Support and Information Services
in the RARE Community**

A Status Report



**RARE Working Group 3
Subgroup USIS**

Edited by Jill Foster

1st Edition, March 1992

Να είσαι στην ίδια ομάδα εργασίας το 1989 με τον T. B. Lee δηλαδή τον κ. WWW και να προσπαθείς να καταλάβεις τι θα πεί "networked information resources" ήταν τρομακτική εμπειρία που μας έδωσε το "Αριάδνη" του κ. Ν.Μαλαγαρδή (1984-1988, Σύμβουλος της ΓΓΕΤ/ΥΠΑΝ/ΕΛΟΤ και συν-ιδρυτής του COSINE και RARE). Συμμετοχή στην πρώτη τεχνική αναφορά της ομάδας από τα διάφορα δίκτυα της Ευρωπαϊκής Έρευνας (national research networks)

Ακολούθησε ο τίτλος "Αριάδνη Τι;" το 1989/90 γιατί μια αλυσίδα ερωτήσεων έπρεπε να απαντηθούν για να προχωρήσει η κατασκευή του πρώτου εθνικού δικτύου στην Ελλάδα και μέσα σε αυτό το πλαίσιο να συμμετέχουμε στην ίδρυση των www.RIPE.net , www.EBONE.net , www.dante.net

RARE : Reseaux Associes pour la Recherche Europeenne

RIPE: Reseaux IP Europeenne

EBONE: European Internet Backbone

Οι επιδράσεις από την συμμετοχή σε αυτά τα διεθνή κανάλια απόκτησης γνώσεων και πληροφοριών αποτέλεσαν την έμπνευση για τοπικές δράσεις όπως η δημιουργία του συστήματος για ελληνικό ταχυδρομείο.

Αλλά και όπως η ευρύτερη διάχυση στις επιστημονικές ομάδες στην Ελλάδα, βλέπουμε για παράδειγμα πως το κείμενο της RTR 1 από το ΑΡΙΑΔΝΗ έφτασε στο κείμενο της American Chemical Society μέσω της πτυχιακής.

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HELP DESK AND USER-DOCUMENTATION

Name of Network
ARIADNE

The most widely used information service at ARIADNE is the help-desk which is accessed by telephone, e-mal and computer dialogs over the network. There also ad-hoc visits of users at the NOC.

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USER GROUP SUPPORT ACTIVITIES

A line of work which has produced some good results has been with a special group of Chemists. This has been a "pump priming" exercise by just giving the user basic assistance and examples, after which he acts as a rapporteur. This has produced a series of documents, also available electronically, including "What the Chemist can find in the networks". This includes software, databases, ftp sites, discussion lists, contacts, projects etc.

SUMMARY OF MAJOR INFORMATION SERVICES ON NETWORK

Two projects carried out by student assistants, are just being completed. One group "hunts" information and documents it generally, the other group developed an information server, userid "pythia", on a SUN machine which is fed with the output of the former group. Certain browsing commands are available to the logged in user

including a mail facility to describe unsolved problems. The server currently contains general information about ARIADNE, other networks, key network terms, contacts etc

A hardcopy report of the "what we have found" of the first group is to be printed and widely distributed, and is also available electronically. A problem that has been dealt with is handling information in the Greek character Set (ISO standard). An emulator is available on diskette for users with appropriate table translation so as to suit their terminal. A solution to cover "dumb" terminals has also been incorporated by using a Greek Standard which maps Greek characters into Latin.

In general the activity on the NIS at ARIADNE has slowly increased. At the end of the year a more detailed, documented report is to be made available.