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ORIGINAL: ENGLISH

Joint UNIDO/AIDMO*/SCH** Workshop on
Industrial Information and Documentation
Riyadh, 27 November - 2 December 1993

REPORT***

* Arab Industrial Development and Mining Organization.

** Saudi Consulting House.

*** This document has not been edited.

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TABLE OF CONTENTS

	Page
1. Recommendations	3
2. Objectives of the Workshop	4
3. Programme.....	4
4. Organization.....	5
5. Opening Session.....	5
6. Working Sessions.....	5
7. Adoption of the Report.....	7
8. Acknowledgements.....	7
9. Closing Session.....	7
Annex I.....	9
Annex II.....	11
Annex III.....	13

1. Recommendations

1.1 The participants strongly supported the development of cooperative projects such as the ARIFONet, OICISNet and the INTIBNet which objectives are to improve the flow, exchange and utilization of world-wide information resources.

1.2 AIDMO and UNIDO should conjointly continue to reinforce the mechanism for collection, exchange and delivery of appropriate and relevant information to industrial promoters in the member countries and in the OIC.

1.3 AIDMO with the assistance of UNIDO should conduct periodical training programmes on the use of databases and network operations, especially for countries that are not currently connected to a network and want to access external information sources.

1.4 AIDMO and UNIDO should continue to hold regular meetings and workshops on information technology and management of information services to promote the discipline. Such events should be hosted in a rotating manner by member countries and cover varied selected core subjects such as:

- applications in database design;
- expert systems design and operations;
- networking databases in a cooperative environment;
- managing information systems services and addressing critical technological and procedural issues.

1.5 Member countries should be encouraged to take the lead in sponsoring and hosting information technology programmes and use AIDMO and UNIDO's years of experience to coordinate their implementation.

1.6 The background of the participants for future workshop should be more uniform or the workshop should be divided in group sessions with core subjects concentrating on areas where each group have experience or education.

1.7 The duration of the workshop should be limited to 5 days, the lectures need be brief and concentrate on one or two areas of the workshop theme and more emphasis on hands-on applications should be given priority.

1.8 The next workshop should consider more exercises and pre-session discussions among participants.

1.9 The participants proposed that sufficient time should be allocated to prepare their contribution prior to the workshop.

1.10 As a follow-up action to the workshop, participants are encouraged to collaborate in preparing an inventory of information services and products available in their organization or country and promote holding a workshop in their region.

1.11 The Arabic revision of a finalized programme should be made available to UNIDO and the workshop coordinator for review before such revision is mailed out to prospective participants.

2. Objectives of the Workshop

The objective of the workshop was to improve the skills and knowledge of 25-30 professionals in the field of Industrial Information and Documentation by enabling the participants to exchange experiences on industrial information delivery by means of modern computerized information systems in national and regional institutions in the member countries.

3. Programme

Background Information

3.1 The developing countries are recognizing the role of industrial information services and documentation centres in the industrialization process. During the visits of the Assistant Secretary General of the Arab Industrial Development and Mining Organization (AIDMO) to UNIDO, the need of theoretical and practical training programme for the personnel working in those services or centres was expressed. Through its Industrial and Technological Information Bank (INTIB), UNIDO accumulated considerable experience in the improvement of products and services related to industrial information delivery to end-users.

3.2 Organizations of all sizes face problems in how, what and to whom the information products and services are to be delivered. The question arises, if it is practical to develop expertise to meet the needs of end-users, which can be different from one to another.

3.3 This phenomenon forces policy makers at the national level to reconsider existing information policies, usually restricted to scientific and technological information and to expand the scope of such policies to cover the whole spectrum of information activities.

3.4 Rapid development of the knowledge-based industry, where information, combined with new technology, such as electronics, computer and telecommunications, constitutes an essential component, creates new requirements, and substantially expands the information market. Increasing competition for domestic and foreign markets, the globalization of markets, and the pressure to develop new or improved products and services for increasingly sophisticated users, have greatly stimulated the demand for information.

3.5 Practical operation of network systems has proved fruitful in on-line access to remote data bases and use of personal computers in technology and industrial services. Now it is universally recognized that an increase in the use of technological and industrial information is possible, if information centres can overcome the lack of trained manpower to maintain effectively micro computer systems as well as to manage efficiently information networks. One of the most significant needs identified by INTIB and AIDMO in recent time is for training and education in selected industrial information centres in the establishment or use of basic networks configuration. This would include concepts of data communications, public packet switching data networks, telecommunication software utilization and general capabilities and services of the various network providers.

3.6 At the latest count, there were over 6,000 data bases available for on-line searching throughout the world. Information specialists who have a personal computer, for example, would like to access data bases in their day to day work. The data bases search are in most of the cases cost-intensive. Information specialists who have the inclination to enter too deeply into the "information world" through on-line access to data bases lack training in translating client's information needs into the commands necessary to retrieve the information needed from a range of data bases.

4. Organization

4.1 The workshop was jointly organized by the United Nations Industrial Development Organization (UNIDO), Vienna and the Arab Industrial Development and Mining Organization (AIDMO), Rabat.

4.2 The programme of the workshop emphasized the practical applications on networking, management of information services, development of information products or services and delivery of industrial information to the end-users.

4.3 The workshop was attended by 30 participants from five Gulf countries, one UNIDO consultant, two UNIDO professionals, one AIDMO professional and one professional from the Islamic Development Bank (IDB).

4.4 The programme ended with both oral and written evaluation of the workshop by the participants.

Annex I contains the programme of the workshop
Annex II contains the list of participants
Annex III contains the result of the evaluation

5. Opening Session

5.1 The opening session was held at Saudi Consulting House (SCH). The Director General of SCH, Mr. Mohamed Bin Ali Almosalam welcomed the participants followed by the representative of UNIDO and AIDMO who expressed their thanks to SCH for the excellent facilities and for making this professional activity possible.

6. Working Session

6.1 The main topics of the workshop were covered by the following papers:

- o Networking: Distributed Databases Architecture and Protocol
- o Networking: Decentralized Data Entry Concepts and Realization
- o Islamic Information Network
- o The Design of a Computerized Information Dissemination Tool - REED
- o Information Services at the Chamber of Commerce and Industry in Oman
- o The Industrial Information Centre at the Ministry of Industry in Bahrain
- o Code of Practice of Information Professionals
- o Considerations in creating Publication from a Database
- o Qatar Information Centre

- o Information and Documentation Services of the Islamic Development Bank
- o Expert Systems - Overview and concepts
- o Managing Information Services: Trends and Issues
- o Industrial Information Department of SCH: Objectives, Services
- o Trade Information Network
- o A Look at End-User Access to On-Line Database and Electronic Mail Services
- o The International Referral System and UNIDO Information Services
- o The Arab Industrial Information Network and AIDMO Industrial Information Services

6.2 Throughout the workshop, a number of observations represent the way the workshop was carried out:

- Participants were interested in cases or applications that related to their area of work. That is, experimental applications or anecdotes were helpful in the learning and interactive process;
- Questions and discussions were most obvious in situations where information technology and examples were presented in a simple, clear-to-understand manner. This drew attention to the importance of sharing information using modern technology and networking without forgetting the crucial aspect of interview techniques;
- The hands-on application used for the demonstration of the REED system and the Referral System illustrated the importance of data collection and of sharing information within the Arab Region;
- A wrap up session at the end of each day was instrumental in highlighting the work covered by the participants and alerted the attendees to the importance of self assessment. The wrap up was provided in Arabic by the UNIDO consultant and doing so bridged the communication/language gaps with some attendees;
- The role of the host was crucial in terms of accommodations and support. SCH provided full computer support, reproduction facilities, audi-visual aids and transportation for the success of the workshop;
- The AIDMO's representative coordinated the timing and duration of the presentations;
- Special visits of the participants were conducted to organizations involved in the delivery of information to end-users and in the development of information technology. The visit to Saudi Basic Industries Corporation (SABIC) showed the technology used in gathering, maintaining and disseminating information for the petrochemical industry of Saudi Arabia. The visit to King Abdul Aziz City for Science and Technology (KACST) Documentation Centre showed a wide variety of support services to the academic and research community in the Kingdom inter-alia provision of on-line searches, CD-ROM networking, CD-I technology and data communication networks;
- The participants were informed about the importance that information specialist should be selective in the choice of information tool for their daily work. The main aspect being not to forget it should be for the benefit commonly for the end-user and their Centre. It was also

stressed how crucial it is to well define the limits and objectives of services to be provided to clients;

- The host did a presentation about the organization structure, goals and practice of Saudi Consulting House. The staff is well trained and has the technology and media to succeed in their plan to offer information services and products to the industrial community. Attention will be given not to duplicate the work achieved by other Centres in the Kingdom and establish co-operation agreement to use what is available when relevant to their needs.

7. Adoption of the Report

After daily discussions, the report was reviewed, edited, adopted, and its recommendations were endorsed by UNIDO and AIDMO representatives and key participants of the workshop. The workshop participants also urged UNIDO for early follow-up on the changes included in the recommendations section of the report.

8. Acknowledgements

The presenters of the workshop and the host (Saudi Consulting House) expressed their appreciation for the dedicated efforts made by UNIDO and AIDMO in organizing the workshop, despite tight deadlines. They also thanked the attendees for their interest and contributions to the workshop.

9. Closing Session

UNIDO and AIDMO representatives thanked the participants for attending the workshop, stating that their recommendations have provided useful inputs to the forthcoming UNIDO/INTIB and AIDMO programmes for several years to come. Mr. Zaid Rashed Al Abdalla, Director of Industrial Information Department SCH distributed certificates to the participants at the end of the workshop.

Arab Industrial Development &
Mining Organization
(AIDMO)

United Nations Industrial
Development Organization
(UNIDO)

Saudi Consulting House
(SCH)

Programme
Industrial Information and Documentation Workshop
(27th November - 2nd December 1993)
Rivadh

Saturday 27/11/1993	08:00 - 09:00	Reception & Registration
	09:00 - 09:10	Speech by Mr. Mohammed Ali Al-Musallam (SCH)
	09:10 - 09:20	Speech by Mr. Abdui Monem Mahmoud (AIDMO)
	09:20 - 09:30	Speech by Mr. Claud Carrier (UNIDO)
	09:30 - 10:00	Break
	10:00 - 11:45	Net Working: Distributed Databases, Protocads Prof. Elias Awad
	11:45 - 12:15	Dhohr Prayer Break .
	12:15 - 13:30	Net Working: Decentralized Data Entry Concepts and Realization Mr. Robert Andro Bullington
	13:30 - 15:00	Islamic Information Network Dr. Abdul Rahman Kamaruddin
Sunday	08:15 - 10:15	The Design of a Computerized Information Dissemination Tools, Reed. Mr. Robert Andro Bullington
	10:15 - 10:45	Break
	10:45 - 11:45	Presentation of Working Paper About Information Center by on of the Trainees
	11:45 - 12:30	Dhohr Pray and Break
	12:30 - 14:30	Code of Practice of Information Professionals Mr. Clude Carrier

Monday 29/11/1993	08:00 - 10:00	Visit to SABIC Documentation Center
	10:15 - 11:45	Considerations in Creating Publication from a Database Mr. Robert Andrew Bullington
	11:45 - 12:15	Dhohr Pray and Break
	12:15 - 12:45	Presentation of Working Paper About Information Center by One of the Trainees
	12:45 - 15:00	Expert System Prof. Elias Awad
Tuesday 30/11/1993	08:15 - 10:15	Basis for Management of Information Services Prof. Elias Awad
	10:15 - 10:45	Break
	10:45 - 11:45	Industrial Information Department of SCH Objectives, Services Mr. Zaid Rashid Al-Abdullah
	11:45 - 12:30	Dhohr Pray and Break
	12:30 - 14:30	A Look at End-User Access to On-Line Database and E-mail Services Mr. Clude Carrier
Wednesday 01/12/1993	08:00 - 11:45	Visit to King Abdul Aziz City for Science and Technology: Documentation Center
	12:30 - 14:30	The Integrational Referral System Mr. Clude Carrier
Thursday 02/12/1993	08:15 - 10:15	UNIDO Information Services Mr. Clude Carrier
	10:15 - 10:45	Break
	10:45 - 11:45	Industrial Information Network of AIDMO Industrial Information Services Mr. Abdul Monem M. Mahmoud
	11:45 - 12:30	Dhohr Pray and Break
	12:30 - 14:30	Briefing of the Workshop and Open Discussion, Closing Session

منظمة الامم المتحدة
للتمية الصناعية "اليونيدو"

المملكة العربية السعودية
الدار السعودية للخدمات الاستشارية

المنظمة العربية للتمية الصناعية
والتعدين " ادمو "

الدورة التدريبية

في مجال

خدمات التوثيق وسطومات الصناعية

١٤ - ١٩ جمادى الآخرة ١٤١٤ هـ

(١١/٢٧ - ١٢/٢ / ١٩٩٣ م)

قائمة باسماء الحضور

٢	الدولة	اسم المتدرب	لوظيفة	جهة العمل	تلفون
١	دولة الكويت	خلف عبدالكريم مرزوق متعب	امين مكتبة التوثيق الخدمات الفنية	وزارة التجارة والصناعة ادارة الموصفات والمقاييس	ص.ب ٢٩٤٤ الكويت - ١٣٠٣٠ ت ٢٤٦٣٦٠٠ / (١١٠٥)
٢	دولة الكويت	عني سعدون حسين الهاجري	مساعد مهندس كيميائي	وزارة التجارة والصناعة	ص.ب ٢٩٤٤ الكويت - ١٣٠٣٠ ت ٢٤٦٣٦٠٠ / (١٠٢٣)
٣	دولة قطر	حسن حمد علي البدر	مهندس صناعي	ادارة تنمية صناعية - وزارة طاقة والصناعة	قطر ص.ب ١٩٤٨٥ ت ٨٣٢١٢١ / (٧١٩) ٨٣٢١٢٤ فاكس
٤	دولة قطر	سلطان جاسم ناصر المسلماني	مهندس صناعي	وزارة الطاقة والصناعة	قطر ص.ب ٢٩٥٥ - الدرجة ت ٨٣٢١٢١ فاكس ٨٣٢١٢٤
٥	دولة البحرين	محمد سعد عبدالله هرمس	اخصائي معلومات	وزارة تنمية والصناعة	بحرين ص.ب ١٤٣٥ العنامة ت ٥٢٥٥٩٩ - ٢٩١٥١١ فاكس ٢٩٠٣٠٢
٦	دولة البحرين	سامي احمد حسين كاظم	اخصائي معلومات	وزارة تنمية والصناعة	بحرين ص.ب ١٤٣٥ العنامة ت ٢٩١٦١١ فاكس ٢٩٠٣٠٢
٧	دولة البحرين	فيصل عبدالله حسن	موظف	وزارة التجارة والزراعة ادارة الموصفات والمقاييس	بحرين ص.ب ٥٤٧٩ العنامة ت ٥٣٠١٠٠ فاكس ٥٣٠٧٣٠
٨	سلطنة عمان	خليفة بن علي بن مبارك البحياني	محلل نظم	غرفة تجارة وصناعة عمان	سلطنة عمان - ص.ب ١٤٠٠ روي ١١٢ ت ٧٩٣٠٨٠ فاكس ٧٠٨٤٩٧
٩	المملكة العربية السعودية	سبتي رضا نقوي	مساعد امين مكتبة	البنك الاسلامي للتنمية	ص.ب ٥٩٢٥ جدة ٢١٤٣٢ ت ٢٣٦١٤٠٠ فاكس ٢٣٦٢٨٧١
١٠	المملكة العربية السعودية	فتحي محمد اللبدي	مفهرس	البنك الاسلامي للتنمية	ص.ب ٥٩٢٥ جدة ٢١٤٣٢ ت ٢٣٦١٤٠٠ فاكس ٢٣٦٢٨٧١

م	الدولة	اسم المترجم	الوكالة	جهة العمل	العنوان
١١	المملكة العربية السعودية	علي احمد عثمان	مساعد امين مكتبة	بنك الاسلامي لتسوية	ص ب ٥١٢٥ جدة ٢١١٣٢ ت ٢٢٦٦٨٧١ فلكس ٢٢٦٦٨٧١
١٢	المملكة العربية السعودية	سليمان محمد الغصاب	باحث اقتصادي	مجلس التعاون لدول الخليج العربية	الرياض ص ب ٧١٥٢ ت ١٨٢٧٧٧٧/١٨٢٧٧٧٧ فلكس ١١٨٢٧٧٧٧
١٣	المملكة العربية السعودية	ابراهيم جابر الجهني	باحث احصاء	وزارة لصناعة والكهرباء	ص ب ٥٧٢٩ الرياض ١١١٢٧ ت ١٧٧٢٩١٠
١٤	المملكة العربية السعودية	احمد عبدالعزيز الخريجي	مهندس صناعي	وزارة لصناعة والكهرباء	ص ب ٥٧٢٩ الرياض ١١١٢٧ ت (٣٥٢٢) ١٧٧٦٦٦٦
١٥	المملكة العربية السعودية	فواز ابراهيم الفواز	رئيس نظم المعلومات	شركة السعودية للصناعات الاسلمية - سلك	ص ب ٥١٠١ الرياض ١١١٢٢ ت ١٠١٢٠٢٢
١٦	المملكة العربية السعودية	بدر عثمان سليمان السميح	المشرف على ادارة العقود	بترومين (المؤسسة العامة للبتروكيمياويات)	ص ب ٢٥٧ الرياض ١١١٨٩ ت ١٧٧٠١٩٢ فلكس ١٧٧٧٧٢٢
١٧	المملكة العربية السعودية	محمد احمد عثمان حسن	جيولوجي	المدوية العامة لتجارة المعنوية وزارة البترول والثروة المعدنية	جدة ص ب ٢٤٥ ت ١٦٦٤٨٠٠ ١٦٦٧٢٦٥ فلكس
١٨	المملكة العربية السعودية	فريد سعيد العسلي	رئيس قسم التنمية الصناعية	شركة الزيت العربية السعودية	القطيف ص ب ٣١٣١١ ت ٩٨٩ ٨٧٥٢٢٣٨ فلكس ٨٧٥٢٢٣٨
١٩	المملكة العربية السعودية	سعيد حمود الزهراني	رئيس قسم التوثيق والمطبوعات	الهيئة العربية لسعرية للموسفات والمقاييس	ص ب ٢٤٢٧ الرياض ٢١١٧١ ت ١٧٩٢٠٦٢ فلكس ١٧٩٢٢٢٢
٢٠	المملكة العربية السعودية	محمد علي العرفج	مدير ادارة خدمات المعلومات	مؤسسة الملك عبدالعزيز للعلوم والتقنية	الرياض ١١٤٤٢ ص ب ٦٠٨٦ ت ١٨٨٢٩١٠ فلكس ١٨٨٢٩١٠

م	الدولة	اسم المترجم	الوظيفة	جهة العمل	العنوان
٢١	المملكة العربية السعودية	فهد عبدالرحمن الصقبي	لغوي مفردات وبحث	المركز الوطني للمعلومات المالية والاقتصادية - وزارة المالية والاقتصاد الوطني	الرياض ص ب ٦٩٠٢ ت ١٠٤٣٩١٥ (٢٢٢٥)
٢٢	المملكة العربية السعودية	عبدالعزيز ناصر الغنام	محلل لغوي	مندوق لتنمية صناعية سعودي	الرياض ١١١٤٩ ص ب ١١٤٢ ت ١٧٧١٠٠٢ فلكس ١٧٧١٠٠٢
٢٣	المملكة العربية السعودية	فهد عبدالله حمود الباحوث	لغوي	مندوق لتنمية صناعية سعودي	الرياض ١١١٤٩ ص ب ١١٤٢ ت (٩٣٧) ١٧٧١٠٠٢ فلكس ١٧٧١٠٠٢
٢٤	المملكة العربية السعودية	محمد عمر كابلي	مدير الادارة الصناعية	الترفة التجارية لصناعية بجدة	جدة ص ب ٢٠٢٩ ت (٣١٢٤) ٦٥١٥١١١
٢٥	المملكة العربية السعودية	ابراهيم علي القرني	رئيس مركز الحلب الأخرى	ادارة سعودية للخسك الاستشارية	الرياض ١١١٢١ ص ب ١٢٦٧ ت ١١٨١٢٢٤ فلكس ١١٨١٢٢٤
٢٦	المملكة العربية السعودية	ناصر علي الطويان	ادارة لغويات صناعية	.	.
٢٧	المملكة العربية السعودية	صالح بن عبدالله السيف	باحث لغوي كمية ادارة تنمية صناعية	.	.
٢٨	المملكة العربية السعودية	حسن عمر عاشور	مهندس ميكانيكي ادارة لهندسة صناعية	.	.
٢٩	المملكة العربية السعودية	رياض المانع	مهندس كمبيوتر ادارة لغويات صناعية	.	.
٣٠	المملكة العربية السعودية	ياسر ابراهيم ياسين	مهندس معني ادارة لهندسة صناعية	.	.

SUMMARY OF THE FINAL EVALUATION

A. GENERAL INFORMATION

	No. of reply	Level of satisfaction
1. The objectives of the workshop were fulfilled	27	80%
2. The programme conformed to participants background	27	79%
3. Duration of the workshop	26	81%
4. Place to hold the workshop	26	84%

B. PROGRAMME SCOPE

1. Choice of topics	27	84%
2. Relation and link between topics	27	80%
3. The depth of the lectures	27	81%
4. The training methodology	27	77%

C. PRESENTATIONS

1. Background material	27	85%
2. Discussions	25	71%

D. ADMINISTRATION

1. Communication before the workshop	23	81%
2. Travel arrangement	16	84%
3. Hosting country	17	89%
4. Local transportation	18	92%
5. Solution to administrative matters	23	87%

E. QUALITY

Overall workshop quality	27	80%
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F. Any other comments or suggestions on how the workshop could be improved?

- The workshop should be organized on a regular basis with more emphasis on hands-on activities;
- The workshop should last longer, more hands-on activities, shorter lecture with breaks between each lecture of 15 minutes;
- A screen should be provided for the overhead projector;
- The full workshop should be in Arabic only, more case study and the programme should reach the participants longer in advance;
- It would be better to have smaller working groups;
- The host for the field visits should be informed longer in advance;
- The course covered very important subjects and I have gained a lot from it. I expect it will be done again;
- The mailing to participants should emphasize the communication language throughout the workshop;
- The link between topics should be improved;
- A clearer representation of the title of the workshop;
- I would like to put on record the success and achievements of this course. First of all the arrangements were very good. The lecturers were excellent. The papers presented were very good. Last but not least the atmosphere of discussions were excellent;
- A very fruitful workshop to the participants in general and to me in particular. I gained a lot both expository and practical.