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Advisory assistance to Vienna based Permanent Missions of UNIDO Europe and NIS member states on linkeage with UNIDO's World Wide Web services

XP/RER/96/047

REGIONAL EUROPE

Technical report: Consultancy on the Internet services, strengthening the links between the Missions and the Secretariat

Prepared for the Permanent Missions of Europe and NIS
by the United Nations Industrial Development Organization

Based on the work of : Mr. Martin Prager, consultant on computer systems

Project Manager: J. Pavlik
Industrial Information Section

This document has not been edited.

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ABSTRACT

Martin Prager, UNIDO consultant

Technical report, XP/PER/96/047/11-51

This report presents the results of the mission undertaken by the consultant during the time October 1996 through June, 1997 in Vienna at the Permanent Missions to UNIDO of Eastern Europa and NIS countries. The consultant was attached to UNIDO and worked under the general guidance of the Industrial Information Section, Investment and Technology Promotion. The main tasks of the project were:

1. Advise missions' staff on requirements for computer hardware / software and telephone communications facilities necessary to connect to INTERNET;

2. Assist clients, who have obtained the necessary equipment and resources required for connection to the INTERNET, in choosing a cost-effective INTERNET Service Provider (company that provides local INTERNET access). To provide also technical assistance to facilitate connection to the service provider.

3. Assist clients who have obtained INTERNET access in locating and using UNIDO INTERNET resources, as well as other relevant INTERNET resources;

4. Feedback from clients will be collected and used by UNIDO to improve and enhance INTERNET presence.

As the result of the project a number of conclusions were drawn and are listed below:

-   INTERNET use is seen as an additional source of communication and complements traditional communication

-   Internal UNIDO documents are requested for fast access during and in preparation of UNIDO meetings

-   Secure (and encrypted) communication over INTERNET is top on the list for the Permanent Missions, either on a secure World Wide Web link or by the service of secure e-mail technology.

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INTRODUCTION

The consultant was attached to UNIDO and worked under the general guidance of the Industrial Information Section, Investment and Technology Promotion. This report presents the results of the mission undertaken by the consultant during the time October 1996 through June, 1997 in Vienna at the Permanent Missions to UNIDO of Eastern Europa and NIS countries.

The purpose of the project was to strengthen the capabilities of the Permanent Missions to UNIDO through consultancy and in-service training, to utilize UNIDO's INTERNET World Wide Web information services and thus contribute to instant and efficient flow of information between the Member States and UNIDO.

The main tasks of the project were:
1.   Advise missions' staff on requirements for computer hardware / software and telephone communications facilities necessary to connect to INTERNET;
2.   Assist clients, who have obtained the necessary equipment and resources required for connection to the INTERNET, in choosing a cost-effective INTERNET Service Provider (company that provides local INTERNET access). To provide also technical assistance to facilitate connection to the service provider.
3.   Assist clients who have obtained INTERNET access in locating and using UNIDO INTERNET resources, as well as other relevant INTERNET resources;
4.   Feedback from clients will be collected and used by UNIDO to improve and enhance INTERNET presence.

The objectives of the project were achieved.

Acknowledgements

It was a pleasure to assist the Permanent Missions in the use of INTERNET facilities. The ambassadors, permanent representatives and staff of the Permanent Mission were very helpful in providing all information needed and valuable contributions were received. The conclusions and recommendations reflect the views of the consultant.

ACTIVITIES

To implement the project as planned, the consultant followed the structure to:

1. Contact the permanent mission
2. Define the person responsible for computers and / or INTERNET and electronic mail
3. Arrange meetings either at VIC (Vienna International centre, UNIDO) or at the premises of the Permanent Mission
4. Discuss the INTERNET technology, the use of the World Wide Web and how UNIDO uses the World Wide Web to pass on information for the Permanent Missions to UNIDO and the public
5. Discuss the possibilities of INTERNET connection and the advantages of the use for the Permanent Mission
6. Install the adequate software on the computers planned for INTERNET access where appropriate, adjust the parameters on the computer to allow use of the remote access software. This consists in most cases in Windows 95 system adjustments and in some cases requires re-installation of Windows 95
7. Arrange and / or support the connection to an INTERNET provider, coordinate the network and user naming on the INTERNET and set the network addressing and parameters
8. Install and set up the browser (Netscape or MS INTERNET Explorer) with UNIDO as the main home page and add the URL (unique resource locator, the address of the World Wide Web homepage)
9. Assist the staff of the permanent mission on how to use the system, get most use of INTERNET and utilize the information available
10. Assistance in setting up e-mail account and the use of e-mail
11. Discuss the needs of the permanent mission and open issues

The following activities, assistance and advise was provided as part of the project to the countries listed:

Armenia

The permanent mission of Armenia has an INTERNET connection implemented. The consultant assisted the Permanent Mission of Armenia by adjusting the settings of the INTERNET services and providing information on the UNIDO home page and services. Three staff members of the mission have been advised in the usage of the World Wide Web services and a number of general issues of using INTERNET. The PC programme setting was adjusted to the needs of the mission staff to utilize the UNIDO services and the other VIC based organisations.

There is a request for PBC and similar documents to be made available on INTERNET, enabling fast and direct access to non public information.

Belarus

Advise on the functionality of the World Wide Web and how the UNIDO home page and services are structured was provided. The functionality was presented at the computer training facilities of UNIDO. The consultant assisted the missions on analysing the possibilities and advantages of the use of the World Wide Web services for the mission. The Permanent Mission of Belarus has planned a move to new premises in Vienna and is planning to implement INTERNET connection after the move and utilize the UNIDO information services.

Cost of INTERNET connection and services was discussed and the current alternatives with Austrian service providers presented by the consultant to

prepare the decision.

Bosnia - Herzegovina

The consultant provided advise on the use of INTERNET to the Permanent Mission.

Bulgaria

The assistance provided to the Permanent Mission of Bulgaria consisted in the consultant re-installing the software on the PC for optimal use. Advise was provided by the consultant on the use of the communication link and the World Wide Web. The INTERNET browser was set up for UNIDO to be the home-page of choice.

After the move to the new premises the computer was re-checked and the communication link to the service provider optimized.

The Permanent Mission of Bulgaria would appreciate to have non public UNIDO documents, like PBC and IDB papers, available on the INTERNET. This could be either by a secure link or e-mail.

Croatia

The consultant provided assistance, the Croatian mission is planning to move in summer 1997 to new premises and further actions needed to be postponed to this date.

Czech Republic

The Permanent Mission of the Czech Republic has INTERNET connection established. Advise was provided by the consultant.

Cyprus

The consultant provided assistance to the Permanent Mission of Cyprus. The computer structure of the mission, as relevant to the use of INTERNET, was discussed. Implementation of the INTERNET connectivity was advised and further information will be requested by the permanent mission, when internal discussions are completed.

Hungary

The Hungarian mission has utilized INTERNET connectivity for some time. The consultant provided additional advise on the usage of the browser, setting the UNIDO home page bookmarks and discussed the services provided by UNIDO. In addition information available by other VIC based organisations was reviewed.

The Permanent Mission of Hungary needs non public IDB and PBC papers available on INTERNET, this can be implemented either by secure link or by e-mail request.

Kyrgyzstan

The Permanent Mission of Kyrgyzstan an INTERNET connection has already been installed. The consultant assisted through a full explanation of UNIDO home page and services, set up the browser bookmarks for these home pages and other international organisations. Advise in the use of e-mail programme alternatives was provided. The use of Russian language Windows 95 with the consequences for different programmes and switching character set was discussed.

Poland

Advise was provided to the Permanent Mission of Poland. The implementation of an INTERNET connection is being considered and planned. Further assistance by the consultant, as defined in the terms of this project, has been arranged

Russia

The Permanent Mission of Russia is utilizing the INTERNET resources. The consultant has agreed on further assistance when this is requested by the mission.

Slovakia

Advise was provided by the consultant and possible implementation of INTERNET connection and the advantages of this technology discussed. The issue of connecting several local area network users within the Permanent Mission to INTERNET was also part of the assistance. Further meetings and

counsel later in the year have been agreed.

Tajikistan

The consultant assisted the Permanent Mission of Tajikistan on establishing an INTERNET connection. Windows 95 in the Russian version, provided by the mission, was installed as part of this project. The related software needed to be installed and the computer set to the use of a local service provider. The consultant set up the PC, showed the use of browser functions and the UNIDO services and home page. The e-mail programme was also implemented and discussed during the meetings.

Turkey

The Permanent Mission of Turkey was assisted in the installation of an INTERNET connection and all related software on a new PC system with newest connection technology via ISDN. During several sessions the use of Netscape and UNIDO services and home page was explained, assistance provided on the use of e-mail and related topics discussed and tested. Training of staff of the Permanent Mission was performed on several occasions.

Ukraine

Advise on the use of INTERNET was provided by the consultant and the planned new equipment usage and implementation of the INTERNET connection technology assistance agreed on for September.

Yugoslavia

The Permanent Mission of Yugoslavia has been using INTERNET for some time. The consultant advised the mission on the use of UNIDO home page and services, the usage of the INTERNET services of other VIC based organisations discussed and shown to staff of the mission.

The permanent mission of Yugoslavia would like to have access to Security Council resolutions and the availability of non public documents would be an additional asset.

Other countries:

No contacts could be established with these Permanent Missions though several attempts have been made.

Table of Countries

Country	Contacted	Advised	Connectivity available	Installed during project
Albania	no	no	N/A	no
Armenia	yes	yes	yes	no
Azerbaijan	no	no	N/A	no
Belarus	yes	yes	no	no
Bosnia-Herzegovina	yes	no	no	no
Bulgaria	yes	yes	yes	yes
Croatia	yes	yes	no	no
Czech Republic	yes	yes	yes	no
Cyprus	yes	yes	no	no
Hungary	yes	yes	yes	no
Kyrgyzstan	yes	yes	yes	yes
Moldova	no	no	N/A	no
Poland	yes	yes	no	no
Romania	no	no	N/A	no
Russia	yes	yes	yes	no
Slovakia	yes	yes	no	no
Slovenia	no	no	N/A	no
Tajikistan	yes	yes	yes	yes
Turkey	yes	yes	yes	yes
Ukraine	yes	yes	no	no
Uzbekistan	no	no	N/A	no
Yugoslavia	yes	yes	yes	no

Country	Contacted		Advised		Connectivity available		Installed during project	
Statistic								
	no	yes	no	yes	no	yes	no	yes
in Numbers	6	16	7	15	7	9	18	4
in %	27%	73%	32%	68%	44%	56%	82 %	18%

Description of table items:

Country: The name of the country concerned

Contacted: Contact to the Permanent Mission formed and
                             telephone and personal meetings arranged

Advised: Advise on the project subject provided

Connectivity available: INTERNET connection is available to the Permanent
                             Mission, either by a local service provider or by other
                             communication means

Installed during project: INTERNET connection established as a result of the
                             project

N/A: Information not available

CONCLUSIONS AND RECOMMENDATIONS

1. The use of INTERNET and the UNIDO World Wide Web services is now well established. Due to the size of most of the Permanent Missions and their limited resources every additional support for easy access to information is welcome. Most of the Permanent Missions not connected to INTERNET are planning implementation in the near future.

2. Technically the request for access to non publicly available documents was mentioned by all the missions using the INTERNET already and some of the missions new to the technology. This concerns mainly all the PBC and IDB documents, plus the security council resolutions. The missions want to be able to access all these non public information on the INTERNET. Specially during the big committee meetings at UNIDO the access to the newest information, suggestions and UNIDO documents would be highly welcome.

3. Security in general is an open question to the Permanent Missions, as this is also being discussed publicly as a deficiency of INTERNET. Secure e-mail system for transport of information was also an open issue for most of the Permanent Missions.

4. Secure links are possible by setting the World Wide Web System up with this feature. Also e-mail can be implemented with either RAS security or PGP (Pretty Good Privacy) technology. UNIDO could take a lead role in providing the technology on this security issue to the Permanent Missions and prepare for secure system connections.

5. Regular briefings on the advance of the UNIDO World Wide Web services would further enhance the use of this service. Availability of a support hotline, similar to internal computer support within UNIDO, for the Permanent Missions and their use of INTERNET would be advisable.

6. On implementation of new UNIDO INTERNET services a series of formal training in the use of these services at the training facilities of UNIDO is recommended.

7. The cost of INTERNET in Austria is seen as fairly high, the fees for most service providers are difficult to justify. It would be possible to form an agreement with service providers for special conditions. Taking into consideration the big amount of new business for a service provider, the start up fees for setting up the link could be negotiated.

<u>Annexes</u>

A   Letter from the Managing Director of CPD to the permanent mission of Europa and NIS countries:
Follow up to the informational meeting of Europa and NIS countries of May 2, 1996: Strengthening the links between the Missions and the secretariat

B   Job description XP/RER/96/047/11-51
Consultant on INTERNET services

Annex A

UNITED NATIONS INDUSTRIAL DEVELOPMENT ORGANIZATION

VIENNA INTERNATIONAL CENTRE, P.O. Box 300, A-1400 VIENNA, AUSTRIA
TELEPHONE: (43 1) 211310 TELEGRAPHIC ADDRESS: UNIDO VIENNA
TELEX: 135612 uno a FAX: (43 1) 21131 6843   24 September 1996

Subject   Follow up to the informal meeting of Europe and NIS countries of 2 May
                 1996: Strengthening the links between the Missions and the Secretariat.

Excellency,

I have the honour to inform you that the World Wide Web homepage of UNIDO, which
had been opened to the public in October 1995, was introduced to the informal meeting of the
countries served by the Europe and NIS Bureau on May 2, 1996. In fact, this was the first
presentation of the UNIDO homepage to the Representatives of the Member States. As you
will have seen from the minutes sent to you after the meeting, the meeting appreciated this
UNIDO initiative. In the ensuing discussion it was suggested to develop a small technical
assistance project in the framework of which the Permanent Missions of European and NIS
countries to UNIDO in Vienna would be advised on ways and means to enable the
INTERNET connectivity and the link to UNIDO's INTERNET WWW service both from their
own point of views and also that of their respective capitals.

We are now pleased to inform you that a technical assistance project aiming at
strengthening the capabilities of the Permanent Missions of Eastern Europe and NIS countries,
through consultancy and in-service training to utilize UNIDO's World Wide Web information
services, has been recently finalized. In the framework of this project, the UNIDO consultant
Mr. Martin Prager will contact your Permanent Mission to arrange a mutually convenient time
when he could assist you in establishing the INTERNET connectivity (please find attached for
your information the consultant's job description as well as the list of suggested minimum
computer hardware/software requirements).

Accept, Excellency, the assurances of my highest consideration,

Jean-Marc Deroy
Managing Director
Country Programmes and Funds Mobilization Division

Annex B

UNITED NATIONS INDUSTRIAL DEVELOPMENT ORGANIZATION
JOB DESCRIPTION
XP/RER/96/047/11-51

Post title:	Consultant on INTERNET services Duration: 1. 5 m/m
Date required:	As soon as possible
Duty station:	Vienna

Purpose of the Project: To strengthen the capabilities of the Permanent Missions to UNIDO, through consultancy wad in-service training, to utilize UNIDO's INTERNET World Wide Web information services and thus contribute to instant and efficient flow of information between the Member States and UNIDO.

Duties: The consultant will be attached to UNIDO and will work under the general guidance of the Industrial Information Section, Investment and Technology Promotion Division. The consultant will specifically be expected to:

1. Advise missions' staff on requirements for computer hardware/software and telephone communications facilities necessary to connect to the INTERNET;

2. Assist clients, who have obtained the necessary equipment and resources required for connection to the INTERNET, in choosing a cost-effective INTERN-ET Service Provider (company that provides local INTERNET access). To provide also technical assistance to facilitate connection to the service provider.

3. Assist clients who have obtained INTERNET access in locating and using UNIDO INTERNET resources, as well as other relevant INTERNET resources;

Feedback from the clients will be collected and used by UNIDO to improve and enhance its INTERNET presence.

The consultant will be expected to prepare a technical report setting out the findings of his mission, together with recommendations to UNIDO on future action which might be taken.

Qualifications: University degree or equivalent in computer science with considerable experience in INTERN-ET services and protocols.

Languages: English