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**REPORT ON THE CONSULTING OF TCDC-INRES
TCDC-INFORMATION REFERRAL SYSTEM**

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PERIOD OF CONTRACT:

May 1 to August 31, 1992

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INTRODUCTION

In the aim of promoting the use of industrial information in developing countries, TCDC-INRES compiles within its referral system information to be considered of practical value and facilitate rapid access to identify institutions capable of offering training or expertise capabilities to other developing countries.

Together with the advances of technology, a computerized system has been developed containing data in a easy and accessible form to create referral information on organizations within a specific area of study. Furthermore, TCDC-INRES now has the capability of a compendium facility for preparation of directories and inventories and therefore produce new output reports of industrial training and expertise capacities under a wide variety of selection criteria.

This period of contract has been seeking to the upgrading of the system through gathering information from in-house sources; mailing out questionnaires; identify institutions and enter the data in a database; if the institution was already registered in INRES, contribute to the updating of the information actually registered. At the same time, install and evaluate latest available TCDC-INRES software supplied by UNDP; give demonstrations as required by in-house professionals or from other organizations; work with the compendium facilities to show its usefulness to other UNIDO branches; and participate in necessary training for the use of new software.

The TCDC-INRES information referral service, although not within the period of time initially expected, has been updated in several features and has achieved to be a reliable and useful system. INRES is still under development, new bugs have been found, some old ones are not yet eliminated. The new features that have been introduced are the result of a continuous effort given to activities that gradually upgrade the global system for

the generation of good data throughout the different focal points where INRES is now located. In this content, UNIDO's contribution to the UNDP/SU/TCDC office in New York is described as a constant feedback of information, contribution to the updating of information, introduction of new institutions to the system, evaluation of software supplied by UNDP, and constant communication of local experiences. All this leads to expand and upgrade the industrial data in the database with a view to improving its usefulness as a tool for Technical co-operation among developing countries (TCDC).

The present report will contain the following parts:

- (i) TCDC-INRES Software: installation and evaluation of the latest available TCDC-INRES software supplied by UNDP/SU/TCDC, New York, and any additional hardware or software from UNIDO during the contract period;
- (ii) In-House Data: to acquire and enter/transfer in-house data on institutional expertise, technologies and training capacities available for TCDC purposes;
- (iii) TCDC-INRES Registration Form: refined TCDC-INRES questionnaires and the mailing of these with appropriate letters to existing and new INRES institutions;
- (iv) Demonstration and Training: demonstration of the TCDC-INRES system including the evaluation and demonstration of capabilities of the TCDC-INRES compendium facilities for preparation of directories and inventories; hand-on training of the latest INRES software and data entry;
- (v) A brief note of Mr. White's visit, Principal Information Officer, TCDC-INRES, UNDP Special Unit for TCDC;
- (vi) Conclusions and recommendations.

i. TCDC-INRES SOFTWARE

In the attempt of upgrading the TCDC-INRES system, the office of UNDP/SU/TCDC in New York has supplied UNIDO new software. Latest versions of INRES software are available as new improvements or releases are being made to keep the system up-to-date.

Within the last four months, basically three software have been installed: TCDC-INRES CD-Rom (version 2.1), Paradox (TCDC-INRES data entry system), and INRES-Fixit. Additional software supplied from UNIDO has also been installed such as word processors, desktop publishing, graphics and software to create high-impact desktop presentations.

The TCDC-INRES system had been running on the CD-Rom version 2.0 and awaiting for latest software. In the month of June, we received the new version (2.1) of the TCDC-INRES CD-Rom was ready to be installed. INRES 2.1 has numerous new and improved features including a new built-in data entry system and provides improved printing options as well as a variety of compendia of institutions registered in the system. Followed by the installation of this software, and overcoming difficulties in the process of installation or running the software appropriately, the software INRES-FIXIT was loaded. The fixit software is a system for applying software changes to the TCDC-INRES database. The changes are dependant on the version of the database software and are numbered with inclusive numbers. It is able to determine the latest changes previously applied and will not let you apply any changes with version mis-matches or applying an earlier set of changes over a later set.

For each of the new software and the running of the system in general, notes are prepared on the experiences achieved communication with UNDP/SU/TCDC, New York. Some of the bugs found have already been detected by the office in New York, some have already been solved, and new ones are being detected.

ii. IN-HOUSE DATA

The upgrading of the system is done in co-ordination with UNDP/SU/TCDC in New York and field offices or representatives in local points where TCDC-INRES has been introduced. The task is to update the data of the institutions registered in the system, and by including institutions that are not yet registered by TCDC-INRES and are in the capacity of offering training courses or

expertise capabilities. For the updating of the information, the Special Unit for the technical co-operation among developing countries (SU/TCDC) has assigned consultants in several countries to update and/or upgrade the data locally.

UNIDO has basically overcome the gathering of sources in the areas of industry and technology with training capabilities available for TCDC purposes through in-house specialists. The areas where there has already been an approach and completed the collection of information have been in the industries of: biotechnology, metallurgy: non-ferrous metals, textile and clothing, leather, natural and synthetic fibres, as well as data gathered from the sources of Industrial Human Resource Development Branch (IO/OS/IHRD), Technology Acquisition and Negotiation, Section for Co-operation with Non-Governmental Organizations and Industrial Enterprises (PPD/ICFM/COOP/NGO). Other data entries are being done within the industries of Machine Tools and Petrochemicals, and the areas of Industrial Technology Monitors Unit, Industrial Investment Division and Project Personnel Recruitment and Administration Service.

The information on institutions are given in different formats such as lists, visiting cards, directories, brochures, etc. From in-house printed sources has been the series of the guide 'UNIDO Guides to Information Sources' available for different branches of industry of primary concern to developing countries.

The data gathered are individually compared with the list of old entries registered in INRES. Both, old entries' and new institutions' data are then entered into a database that maintains records on each institution clearly identified. The database was designed on dBase IV software, and with it produce necessary reports or lists based on specific criteria. Other than basic background information, additional items identify the institution such as: if the information on an institution corresponds to an old or a new entry; if a consultant from the office of UNDP in New York has been assigned in the country of the institution; the institutions to which registration forms have been mailed; etc. The information is from here on processed in the necessary form or exported to a word processor to complete the documents included in the registration package to be mailed out.

Lists have been sent to UNDP/SU/TCDC, New York with the data on institutions gathered in-house on new institutions located in countries where UNDP consultants are available. The number of institutions were 232 in the following countries:

(For complete lists see Annex no. 1)

Country	No. of Institutions
Chile	13
Cameroon	2
Costa Rica	1
Cuba	1
Ghana	1
India	55
Indonesia	17
Jamaica	6
Mexico	12
Morocco	11
Nigeria	9
Pakistan	17
Philippines	8
Poland	14
Republic of Korea	9
Senegal	6
Thailand	12
Tunisia	4
Turkey	19
Tanzania	4
Venezuela	8
Zimbabwe	3

iii. CDC-INRES REGISTRATION FORMS

A registration package (see example Annex no.2), was prepared to mail out to existing and new institutions. The package consists on: a registration form; an introduction and explanatory note; and a cover letter with attention to the institution's director or contact person. A return envelope is also included in the addressed package for the institution to mail back once the registration form was been completed.

(See Annex no.3 for a guideline on the process followed for the preparation of the registration package and mailing instructions.)

The mailing of the registration packages were done at a rate of 100 per week once the information gathered from in-house sources has been entered in the database (dBase IV). 346 questionnaires have been mailed out in this period of contract.

The registration form, designed by UNDP/SU/TCDC was thoroughly revised. Changes and/or improvements were made according to the needs of the information to be gathered from the institutions. The changes were basically done on the first page of the questionnaire. These seek to facilitate the use of the forms, and once completed by the institutions, easy to read and process for the data entry into the system.

A space for Control No. is provided which is to be filled out before sending out the questionnaires. It is according to the record number where the institution was registered in the database (dBase IV) designed for the institutions' information gathered in-house. The control number consists of: country code-record number-date of entry (e.g., IRQ 137 060892).

The registration pages are divided into nine sections:
Section 1-7: background information on the company or institution
Section 8: description of training programmes provided
Section 9: description of expertise the organization offers, e.g. projects already implemented that are relevant to it's specialization.

The introduction and explanatory note was written and designed based on an original produced for UNIDO's inventory industrial cooperation capacity. It contains a brief introduction to TCDC-INRES and briefly explains the sections contained in the form.

A cover letter was prepared and is addressed to the institutions' director or contact person. There are two types of letters depending if the institution is new to the system or an earlier entry.

The registration packages are mailed to those institutions located in any developing countries with the exception of those where UNDP/SU/TCDC is working with consultants directly in the field in charge of upgrading and updating data. These countries are:

<u>REGION</u>	<u>COUNTRY</u>
Arab States and Europe	Cyprus Morocco Tunisia Turkey Poland
Asia and the Pacific	India Indonesia Pakistan Philippines Republic of Korea Thailand

Africa

Cameroon
Ghana
Nigeria
Senegal
Tanzania
Zimbabwe

Latin America and the Caribbean

Chile
Costa Rica
Cuba
Jamaica
Mexico
Venezuela

In coordination with UNDP/SU/TCDC the information gathered on new institutions in listed countries identified by UNIDO are listed and sent to Mr. Edward C. White in New York, for further distribution to consultants.

iv. DEMONSTRATIONS AND TRAINING OF THE TCDC-INRES SYSTEM

TCDC-INRES Database

Demonstrations were given of the TCDC-INRES system to representatives of institutions interested in registering their organization in INRES.

'Indian Petrochemicals Corporation Limited' from India, three representatives were present: Mr. S.K. Mukherjee (Director), Mr. N.N. Veer (Sr. Manager), and Mr. S.R. Lohokare (Vice Principal).

'CIM Centre, Technoinvest' from Bulgaria. The demonstration was given to Mr. A.M. Alexandrov, Director General.

Compendium Facility

A demonstration on the compendium facility was given to Mr. K. Hanselmann and Ms. Christa Bankowski from the Fellowship Training Branch in order to demonstrate the usefulness of INRES as a tool to prepare the information published on institutions in developing countries in the annual 'Guide to Training Opportunities for Industrial Development' (known in-house as the 'green book').

Previous searches were done on an area of study in the INRES system. Based on the results of the search a compendium is created and filed into an ASCII file. On a word processor software (in this case Word Perfect for Windows, vers. 5.1), the ASCII file was retrieved and the text was edited according to the format required for the 'green book'. With this facility TCDC-INRES could handle UNIDO's training information and contribute to the publication of the 'Guide to Training Opportunities for Industrial Development'.

Hands-on Training in Data Entry

Hand-on training using latest TCDC-INRES software took place in UNIDO with the visit of Mr. Edward C. White, Principal Information Officer, TCDC-INRES, UNDP Special Unit for TCDC. The training consisted of two parts: first, a brief introduction and demonstration of TCDC-INRES system, and second a hands-on training in data entry using latest TCDC-INRES software. The participants were Mr. Hanselmann (Fellowships Training Unit)(present only for the initial presentation), Ms. Christa Bankowski (Fellowships Training Unit), Ms. Shadia Bakhait (INTIB), Ms. Gabriele Gerstner (ECDC Section)(participated only in the morning of the training session), and myself.

The introduction and demonstration on the TCDC-INRES system explained the participation of TCDC and UNDP in the development of the Information Referral System, general information on what the system is, its purpose, its evolution, the contents of the database, how the data is organized and how it is collected, how the system is used, how information is registered in INRES, where INRES is located and final trends of the system. With this background and information to a better understanding of the system, a short training on INRES, the information referral system also took place. From the participants, had only Ms. Bankowski had a previous demonstration of the system, therefore a hands-on training was done of INRES with searches as questions were answered and further examples given. This gave the participants a better understanding on how the system works, how to work with the Thesaurus, related terms and descriptors and how to select appropriate restrictions for inquiries.

The following step was training on data entry on the Paradox software, on a step-to-step basis followed by the use of the APL Data Entry System and the possibility of editing files retrieved directly from INRES. The INRES Data Entry System is a Paradox 3.5 runtime application created by TCDC-INRES (Special Unit for TCDC, UNDP, New York). This application is intended to be used as an "electronic" or computer-based registration form for registration of new institutions in TCDC-INRES or for updating information on those registered earlier.

v. MR. ED WHITE'S VISIT, PRINCIPAL INFORMATION OFFICER,
UNDP/SU/TCDC

Mr. Edward C. White's visit to UNIDO on Friday, 28 August and Monday 31, August was scheduled with discussions on the TCDC-INRES system and its role on future developments as well as its usefulness for other units. Meetings were individually held with the director of the Special Measures and Activities Division, with the acting chief of the Fellowships Training Unit and with chief of the Industrial and Technological Information Section (INTIB). On Monday a brief introduction and demonstration of TCDC-INRES took place followed by a hands-on training of INRES and data entry on the latest TCDC-INRES software. The participants were Ms. C. Bankowski (Fellowships and Training Unit), Ms. S. Bakhait (INTIB), Ms. G. Gerstner (ECDC Section) and myself, Ms. C. Barberis (consultant).

The meetings on Friday were attended by Mr. White and myself, as follows.

With Mr. Keiki Fujita, Director, Special Measures and Activities Division, several aspects of the future and the importance of an information system were discussed as well as the development of the TCDC-INRES system and its contribution to fill out gaps existing between developed and developing countries.

A second meeting took place with Mr. Klaus Hanselmann, Acting Chief, Fellowships Training Unit, where he expressed the interest of the Industrial Training Branch on INRES. The TCDC-INRES system could handle UNIDO's training information and contribute to the publication of the 'Guide to Training opportunities for Industrial Development'. TCDC-INRES has already influenced this publication in so far as the next edition will be categorized using UNBIS-compatible headings. Other aspects in discussion were the possibilities of adapting the TCDC-INRES system to the needs of this section; their use of the information and the ability to edit files according to their needs based on the information initially registered by INRES; and, be able to handle information in developed countries in a similar database.

From the Industrial and Technological Information Section (INTIB), the meeting was held with Mr. Vladimir Poshibyakin, Chief. Future developments of TCDC-INRES were discussed based on the actual installations of UNIDO's industrial and technological information bank (INTIB), if there is a local area network (LAN) actually installed, and how important is the information within the developing countries

As for the system itself, the results achieved with Mr. White's visit for the TCDC-INRES system are summarized to the upgrading of the TCDC-INRES software with the latest updates.

There is the concern that the INRES system has not been transferred to the hard disk. This would make the software operate more quickly and new inputs can be restored to the working copy of the database pending new CD-Rom releases. At the present time, the system is still running on the CD-Rom.

An improvement of all the software in the system was done for a more functional use of the equipment available in UNIDO for the TCDC-INRES system. The latest software and files were loaded into our system as well as training on the data entry and the editing of information retrieved from an existing record or from a newly registered one. Together, several tests were done through searches and reports. Previous experiences were discussed and new were found. Latest files of the software 'fixit' were also loaded. The software Paradox for data entry is also available in Spanish and French. Language diskettes and manuals will be sent to UNIDO from the TCDC/SU/UNDP office in New York.

vi. CONCLUSIONS AND RECOMMENDATIONS

UNDP in New York is constantly adjusting and introducing new features to the TCDC-INRES system in response to the users' suggestions and the system's needs. With the latest software, the system has introduced a variety of new features in making the system a useful tool of referral information for the Technical Co-operation Among Developing Countries (TCDC).

Due to its stage still under development, working with the system has sometimes been very time-consuming, specially when the system has not responded and there were no positive results, delaying activities undertaken. It is our concern to contribute in the upgrading of the system with a continuous flow of information concerning the TCDC-information referral system (INRES).

In the process of upgrading the TCDC-INRES database, the contact to new institutions for including them in the database has begun through questionnaires mailed with appropriate letters. This has required the preparation of the registration forms to sent out individually to each institution together with an explanatory note and a cover letter. These questionnaires have been mailed to 346 institutions whose information was gathered through in-house specialists, having completed the areas of Biotechnology, Metallurgy: non-ferrous metals industry, Textile and clothing, Leather, Natural and Synthetic Fibers, and also information gathered from the areas of Fellowship Training Branch (IO/OS/IHRD), Technology Acquisition and Negotiation, Section for Co-operation with Non-Governmental Organizations and Industrial Enterprises (PPD/ICFM/COOP/NGO), Project Personnel Recruitment Service (IO/OS/PRAS); and initial contacts and some data has been gathered from the industries of Machine Tools, Petrochemicals, and from the areas of Industrial Technology Monitors Unit (IPCT/TD/TM) and Industrial Investment Division (IPCT/II).

To have the information on institutions for mailing registrations forms is a very meticulous and time consuming job that needs to go step by step, analyzing the information, comparing it with list and the INRES database, register in the database (dBase IV) to keep record of the organizations that have been contacted, preparing individual packages for the institutions, coordinate with the mail room and their requirements to assure that the registration packages reach the institution. When dedicated specifically to this process starting from contacting in-house sources to mailing the forms, the average rate would be 100 institutions per week.

The mailing of registration forms to institutions, as there data is acquired, should be a constant process to cover the institutions available within the different areas of industry and to keep up to date with new contacts that are able to offer

training or expertise capabilities. The mailing of the forms is only the first step of the data. When the questionnaires return completed by the institutions, these will be registered into the data entry software Paradox Runtime 3.5, and prepare a diskette with the data entered in the mentioned software for transferring new or revised data to UNDP, New York. The time expected for receiving the registrations forms completed from the institutions may vary from 1 to 3 months.

The system runs on any high specification IBM compatible PC and is maintained on CD-Rom disks. In the month of June 1992, the new version of the TCDC-INRES CD-Rom was installed in UNIDO. INRES 2.1 has numerous and improved features including a new built-in data entry system. In addition, software supplied by UNDP have been installed and evaluated in this contract period: Paradox Runtime 3.5, a data entry software created by TCDC-INRES (Special Unit for TCDC, UNDP, New York); and INRES Fixit, a system for applying software changes to the TCDC-INRES database. A hands-on training on data entry was given by Mr. Ed White, Principal Information Officer, TCDC-INRES, UNDP Special Unit for TCDC. Additional hardware or software from UNIDO has also been installed such as word processors, desktop publishing, graphics and software to create high-impact desktop presentations.

Considering the investment in the TCDC-INRES system as far as equipment, software and specially time and work, following are recommendations for the continuity of the activities undertaken to keep the database:

- it is highly recommended that a professional staff member take over the TCDC-INRES system and continue with the activities already begun (e.g. data entry from the registration forms to come);
- transfer the entire INRES system from the CD-Rom to the hard disk (about 90 MB free space required);
- establish with UNDP/Special Unit for TCDC in New York how the latest data gathered in different countries and registered in TCDC-INRES will reach UNIDO and keep our system with updated information;
- follow-up the adaptation of TCDC-INRES software and/or setting up IBM and HP-compatible printers to enable immediate printout of searches;
- follow-up the on the upgrading of the TCDC-INRES software developed by UNDP (e.g. a Local Area Network).

A N N E X N O . 1

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UNITED NATIONS INDUSTRIAL DEVELOPMENT ORGANIZATION

VIENNA INTERNATIONAL CENTRE

P.O. BOX 300, A-1400 VIENNA, AUSTRIA

TELEPHONE: 211 310 TELEGRAPHIC ADDRESS: UNIDO VIENNA TELEX: 135612 uno a FAX: 232156

3 August 1992

Dear Sir,

In cooperation with UNDP, UNIDO is updating and upgrading the data in the TCDC-INRES information referral system, a computerized database that provides basic information on training programmes and expertise offered by companies, institutions and other organizations in developing countries.

To achieve this, we have been advised by our specialists in your field of activities that your organization is an important national source of training and/or expertise and that under technical cooperation arrangements these may be made available to other developing countries. Via TCDC-INRES, you may also be interested in contacts seeking joint development of programmes of mutual interest. If you and your policy-making authority agree to participate in this practical form of south-South cooperation, the information provided on the attached registration form will permit us to include your organization in the TCDC-INRES database. The system is available to users in developing countries. It can also be accessed by users in industrial countries seeking similar contacts or cooperation.

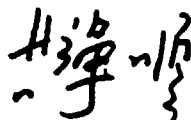
We would therefore kindly request you to arrange for the registration form to be completed with the usual background information on your organization, a description of any training programmes provided, and of the expertise your organization can offer. The cover sheet contains a brief introduction to TCDC-INRES and briefly explains the sections contained in the form.

Director
RESEARCH INSTITUTE FOR THE CABLE AND INSULATING INDUSTRIES
Tovarenska 12
89123 Bratislava
CZECHOSLOVAKIA

Your collaboration in this endeavour will also contribute to the compilation of industrial data on developing countries' industrial capacities and capabilities by UNIDO's ECDC Information Services. This aims to improve the usefulness of industrial information as a tool for South-South cooperation.

We greatly appreciate your cooperation and looking forward to you having the form returned to this office as soon as is convenient.

Yours sincerely,



FAN Huishun
Chief

Section for Economic Cooperation
Among Developing Countries
Special Measures and Activities Division



UNIDO ECDC Information Services

TCDC - INRES



Data Registration Form

Introduction

TCDC-INRES¹ is a computerized information referral service that provides unique information on expertise and training opportunities available in developing countries, especially opportunities connected with the industrial development of those countries.

Users of the database, who may be manufacturers, consulting organizations, or from research and other institutions, can quickly discover which companies and institutions abroad have particular expertise that could assist in their operating or management problems, or where they can send own staff for training that is not available in their country. The experience, projects and other information on each organization may also provide leads for possible cooperation in research and development. Since the database contains information on expertise and training opportunities in developing countries *only*, it is a specific tool for South-South cooperation. The data may also be accessed, however, by users in industrial countries seeking similar contacts or cooperation.

In its UNIDO application, TCDC-INRES registers all types of technology and industry-related institutions—from universities and government departments, through research centers, consulting firms and non-governmental organizations to private and publicly-owned manufacturing companies.

The information provided by companies, institutions and others on the attached registration form becomes the actual record for each organization. It is therefore retrieved and disseminated in the identical format in reply to inquiries about potential development partners. Thus, companies and institutions wishing to cooperate with counterparts in other developing countries should complete the registration form carefully. This will ensure that any information subsequently published or sent out in response to individual inquiries properly reflects its source's capabilities, experience, and what it is interested in offering.

UNIDO and other TCDC-INRES operators will also retrieve the information in response to users' requests for information on training and expertise, and in the preparation of national, regional/subregional or sectorial catalogues of developing countries' company and industrial capabilities.

About the registration form

The attached registration pages are divided into nine sections:

Sections 1-7: background information on the company or institution

Section 8: description of training programmes provided

Section 9: description of expertise the organization offers, e.g. projects already implemented that are relevant to its specialization.

In sections 3-7 all information should be typed in the answer space provided. In sections 8 and 9 describe each training programme or project in separate answer spaces (i.e. 10 projects need 10 answer spaces). Please make additional photocopies of these page(s), as necessary, before filling them out

Particularly with regard to section 9, requests for expertise are usually very specific. Therefore, it is important to describe fully the projects the company or institution has carried out, both at home and abroad, in order to facilitate the referral process and demonstrate its capabilities. Provide one project description for each project. However where services have been rendered in the same field for a number of projects in the same country, only one project description need be included to cover all such projects. Nevertheless, if similar projects have been implemented in different countries please provide a separate project description for each: country experience is an important criteria for most users in assessing the source's capabilities.

To assist us with processing the information, please be sure to *print (or type)* your replies.

¹ TCDC-INRES was created and developed by the United Nations Development Programme (UNDP) as a tool to facilitate technical cooperation among developing countries (TCDC). Its further development, including updating the information and adding new organizations is being conducted in cooperation with United Nations agencies, for example UNIDO with respect to its industrial data. After processing by UNIDO, the industrial information collected with this registration is compiled by UNDP and issued to TCDC-INRES system subscribers in the form of a CD-Rom data diskette. For further information about the INRES system, please write Mr Edward C White, Principal Information Services Officer, UNDP/SU/TCDC, One United Nations Plaza, New York, N.Y. 10017, U.S.A.



TCDC-INRES Registration Form

DATE

month	day	year

1. GENERAL INFORMATION

Name of institution

Acronym

Previous name of institution (if any)

Name of contact person

Title of contact person

Address (street)

Address (city and state)

Address (country)

Telephone no.

Telex no.

Fax no.

Cable address

Annual budget (US\$)

Year established

2. TYPE OF INSTITUTION

Please check one of the classifications

- Governmental/intergovernmental
 Non-profit/non-governmental
 Semi-governmental/parastatal/state-owned enterprise
 Private sector

3. MAIN PURPOSE OF THE INSTITUTION

Please provide a brief description of the main purpose of your institution in the space below:

4. WHAT ARE THE SPECIALIZATIONS OF THE STAFF?

(Staff)

Briefly describe the main areas of specialization of the staff, how many staff, and the principal language(s) in which they conduct training and/or consulting. Please separate each entry with a comma, for example:

Agronomists, 10, English.
Hydrologist, 1, French, English

5. WHAT EQUIPMENT IS AVAILABLE IN THE INSTITUTION?

(Equipment)

Please list any *special* equipment in your institution which demonstrates its strength in the areas of training or expertise, for example laboratories, special software, sophisticated machinery, etc.

6. ARE PUBLIC INFORMATION SERVICES OFFERED BY THE INSTITUTION?

(Information Services)

Please list any information services which your institution provides to the public (e.g. publications issued, statistical information, reference sources such as libraries, etc.) Please specify the cost to the customer, the frequency of distribution, and the language(s) of the service, for example:

Newsletter, \$5, monthly, English.

7. AFFILIATIONS/ASSOCIATIONS/JOINT VENTURES

(Affiliations)

Please list institutions with which you maintain a close or regular affiliation/association and/or have participated with in a joint venture. Please do not list regional or sub-offices of your own institution.

8. TRAINING PROGRAMMES

Please list the principal training activities offered by your institution. Photocopy a blank page to use if you require more pages. Note that if you have many training programmes offering the same general subject and type of qualification it is only necessary to describe one.

(Write answer below)

Training Programme No.

Course Title:

Description:

Duration:

Number of Times per year:

Type (check one)

- Professional/Technical
- On-the-Job Training
- University Degree
- Professional Certificate

Language(s) of training:

Cost (US \$) per trainee:

9. PROJECT DESCRIPTIONS

Please describe each project which your institution has implemented or has contracted to implement either within your country or internationally. Photocopy a blank page to use if you require more pages. Note that if you have many projects of a similar nature describe only the major one(s) of each type which demonstrate well your institution's capacities

Expertise Project No. _____

(Write answer below)

Project Title

Description

Type of Services Offered:

(Choose the one which best fits)

- Feasibility Studies/Problem Analysis/Surveys
- Bid Evaluation
- Construction/Engineering/Design
- Project Management (for client)
- On-the-Job Training/Technical Assistance
- Research and Development (applied and/or technical research)

Starting Date:

Completion Date:

Country(ies) Where Project Was Implemented:

Language(s) in Which Service was Offered:

Sponsor:

(Choose one if applicable)

- UNDP
- Bilateral Donors
- Development Bank (World Bank, ADB, AsDB, etc.)
- UN Agencies (FAO, ILO, UNIDO, WHO, UNICEF, etc.)
- NGOs

Cost Range of Expert Services (in US \$):

US\$ Equivalent of the Contract:

(Choose one of the following)

- Less than US\$ 100,000
- Between US\$ 100,000 and 500,000
- More than US\$ 500,000

A N N E X N O . 3

REGISTRATION PACKAGE AND MAILING INSTRUCTIONS

STEPS

1. Contact in-house specialist to gather information on institutions.
2. Enter the available data in dBase IV (software where a database was created with records of institutions to which mailing is being done).
 - 2.1. Identify the entry
 - a) name of organization
 - b) complete address
 - c) country code
 - d) area of study/specialization
 - e) control number (internal)*
 - f) UNDP consultant (Y/N)
 - g) old entry (Y/N)

(*) the control number identifies the organization registered in the database created to keep record on each institution. The number is: country code/record number/ date of entry of the data to the database, (e.g. IND 346 200792).
3. Export record to a word processing software (e.g. Word Perfect 5.1. for Windows).
 - 3.1. merge into cover letter (previously written and filed)
 - 3.2. prepare merge setting for printing labels
4. Identify the organization and its control number; fill out the control number field on the registration form individually.
5. Put together the registration package including:
 - cover letter
 - introduction and explanatory note
 - registration form (with control no. filled out)
 - return envelope (airmail)
 - additional parts needed: labels a) of the institution
b) return envelopes

The cover letter consists of two pages, and it is printed once the merge has been done. There are two forms of letters: one for new institutions and one for institutions already registered in INRES. The files to this letter are saved in the Word Perfect for Windows software.

The introduction and explanatory note was prepared on a Ventura software.

The first page of the registration form was designed on a Corel Draw software with modification and adjustments to the form prepared by UNDP/SU/TCDC. The rest of the pages (number 2 through 5) were not modified and are therefore photocopied to complete the registration form.

An air mail envelope is also included with the return address to the ECDC Section. The labels are printed from the database file in dBase 4 in the label format, onto label sheets.

6. The mailing is done to all institutions filed on the dBase IV database, except to those in countries where a UNDP/SU/TCDC consultant is available.

To mail the registration package the envelopes used are expanding envelopes, with metal fastener, UNIDO logo, in the following way:

- Normal to countries where 'pouches' are mailed; and to any European country.
- Airmail any other country not included above

Once the envelopes are ready to be mailed, there are sent to the mailing room clearly indicating that they go through 'pouch'.

ADDING RECORDS

The continuous process of adding records to the database will mainly following the steps above.

The records in dBase are kept numerically, this means that any new record registered will automatically add to the number of records, this number of record will later on identify the institution.

To merge dBase files into Wordperfect, the files are selected and an ASCII file is created to export from dBase. In Wordperfect it is then retrieved converted into a text file for Wordperfect, creating a file with complete addresses of institutions. This file becomes the secondary file of the merge function for the cover letter individually addressed to the institution.

This same file is then edited in a label printout format for the complete addresses where the registration package will be mailed. This consists in aligning the addresses in two columns, and adjust the printer fonts for a small size printout (e.g. when 'on line' is off on the Bubble Jet Printer, push 'pitch' twice for printing in small font). This format will only print two addresses per A4 label sheet. The remaining label sheet will be used for the return addresses printed from dBase.

On dBase, the function of labels has a file with the return addresses of the ECDC Section ready to print on an A4 label sheet; it prints 12 labels (which are the remaining labels from the printout of the institutions' addresses).

DATA ENTRY

When the completed registration forms come back from the institutions, the data will be entered into the INRES Data Entry System Paradox 3.5, a runtime application. When the data has been registered and edited, it is saved on a diskette and mailed to the UNDP Special Unit for TCDC office in New York, attention Mr. Ed C. White, who will then proceed to process the information and add it to the CD-Rom files.