



Deliverable 7.4

Support, administration and maintenance of the system

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Support, administration and maintenance of the system
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Abstract: In Task 7.4 the web server and the document management server are in operation. The objective of the activities was to enable an uninterrupted operation of the system and a further development of the components.

Further the administration of the DESIRE home page and of the project management system and the support of the users were part of the activities.

The support, administration and maintenance of the DESIRE homepage will proceed beyond the end of the project for about 2 years.

The main task of the DESIRE homepage for the future will be the dissemination of the project results. To perform this new task and to reduce the effort of administration and maintenance for the next years, the DESIRE homepage will be redesigned until the end of the project.



1. Introduction

In Task 7.4 the web server and the document management server are in operation. The objective of the activities was to enable an uninterrupted operation of the system and a further development of the components.

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2. Previous activities

The electronic project management system, developed by ISET is operated and maintained since December 2005.

The administration of the DESIRE home page and the electronic project management system is part of the operating phase. The web pages of the DESIRE home page have been updated when necessary. The availability of the home page and the electronic project management system was periodically checked and maintained in case of system failures. A capable backup system was installed and periodically checked to reduce the downtime in case of system breakdown.

Additional user accounts have been disposed and user data was arranged.

The user support includes the processing of the users data and posting of the system access data. In case of difficulties or failures of using the project management system the users have been supported by hotline to guarantee an approved handling of the system.

Since the www.project-desire.org web server is online we got **170,000** accesses to the web pages of the project.

3,700 visits from altogether **1,400** visitors were registered.

36 project members have an user account and a password to log in into the information system.

From the following statistic it becomes obvious that the most interest in the DESIRE project comes from the countries across Europe. But we observe a high amount of accesses from the United States as well.

	Germany	128,000
	Denmark	12,900
	United States	7,300
	Spain	5,600
	Poland	4,150
	UK	2,800
	Estonia	775
	France	410

The project management system of the DESIRE project contains now 220 documents:

- 26 administration documents
- 37 contract documents
- 23 deliverables
- 42 internal deliverables
- 23 meeting reports
- 47 presentations
- 2 products for the public
- 3 progress reports
- 17 publications

The 220 documents were all in all downloaded about 20,000 times.

Considering the special project contents and goals, the number of access to the web pages and the number of download is altogether satisfactory.

The visitors of the DESIRE home page seem to be very interested in the contents, because every visitor accesses www.project-desire.org 3 times on average.

In comparison with other project homepages and document management systems the project members of the DESIRE project were high motivated using the system for document and information exchange. Every user composed and uploaded 6 documents on average.

3. Redesign

The new design of the home page will contain the following sections:

- **Home**
The “Home” section presents main project objectives and links to the main sections of the project homepage.
- **About DESIRE**
This section contains a short description of the objectives, the results, the background and the work packages. Additionally the “About DESIRE” section presents the partners and members of the DESIRE consortium.
- **Online data**
The contents of the “Online data” section will not be changed.
- **Deliverables**
The “Deliverables” section will present the final project results.
- **Dissemination activities**
This section will contain all dissemination activities beyond the project deliverables.
- **Contact**
The contents of the “Contact” section will not be changed. It contains the copyright und liability declaration that is obligatory for every home page on the world wide web.

The layout of the pages of the DESIRE homepage will be improved by more pictures.

When creating this deliverable the redesign is not finished. So the contents and the layout of the final DESIRE homepage may be different from the description in this deliverable.

4. Layout examples

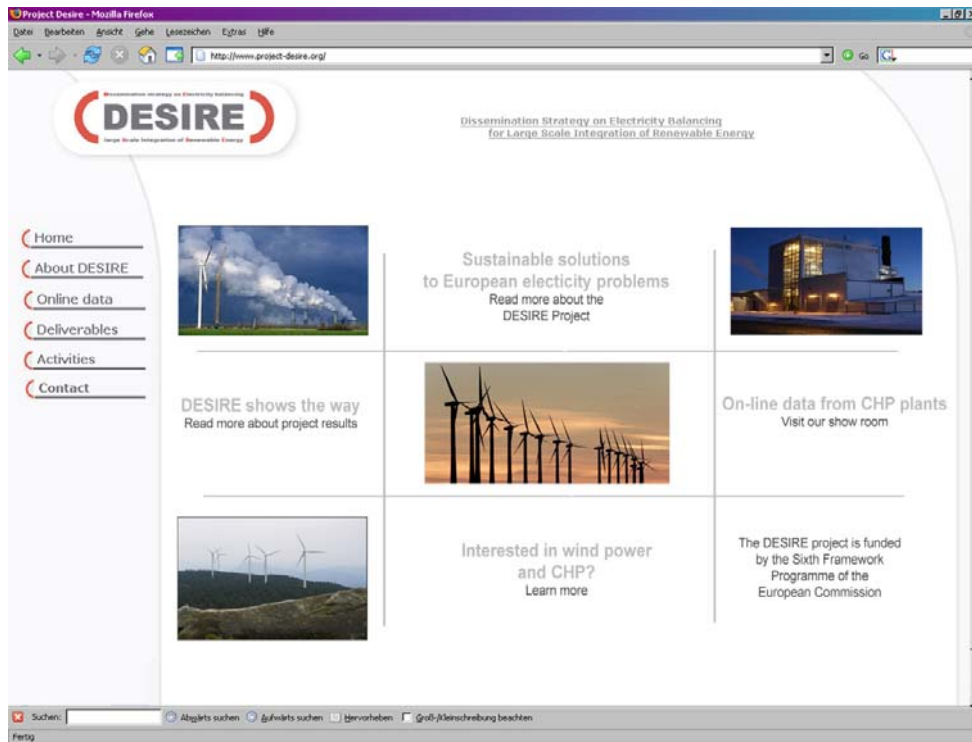


Figure 1 : New layout of "Home" section



Figure 2 : New layout of "About DESIRE" section

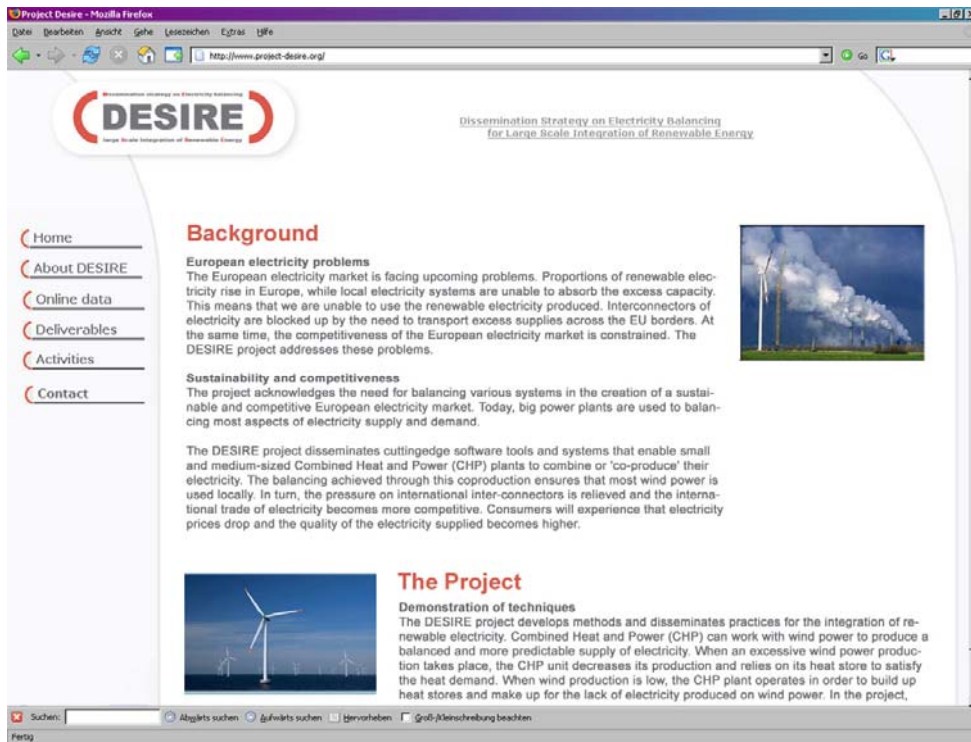


Figure 3 : New layout of “About DESIRE” section

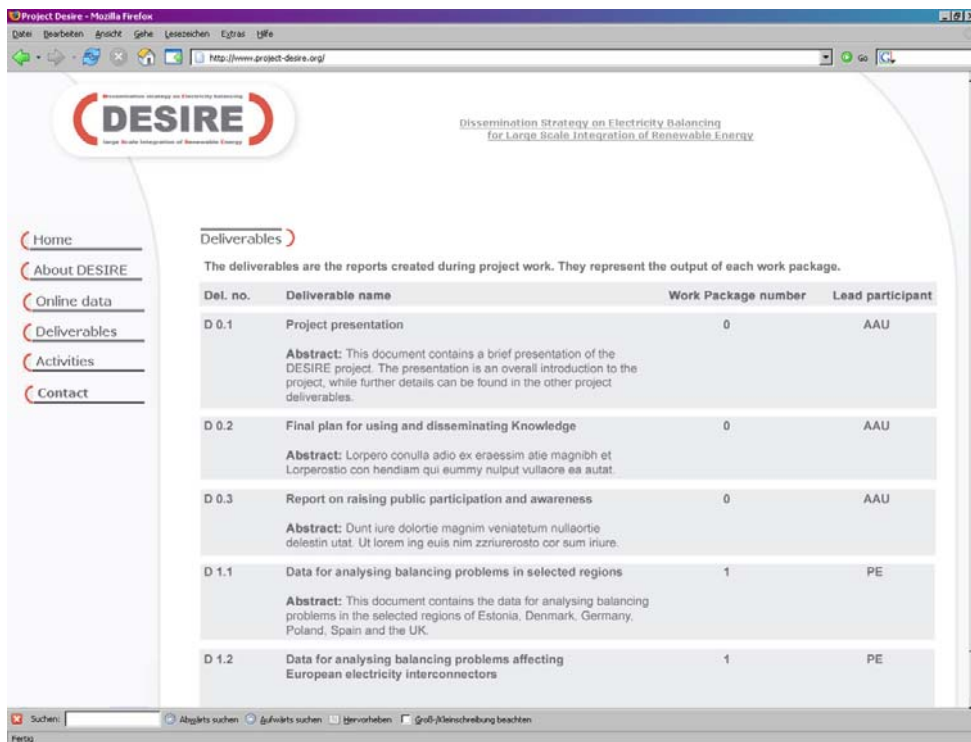


Figure 4 : New layout of “Deliverables” section

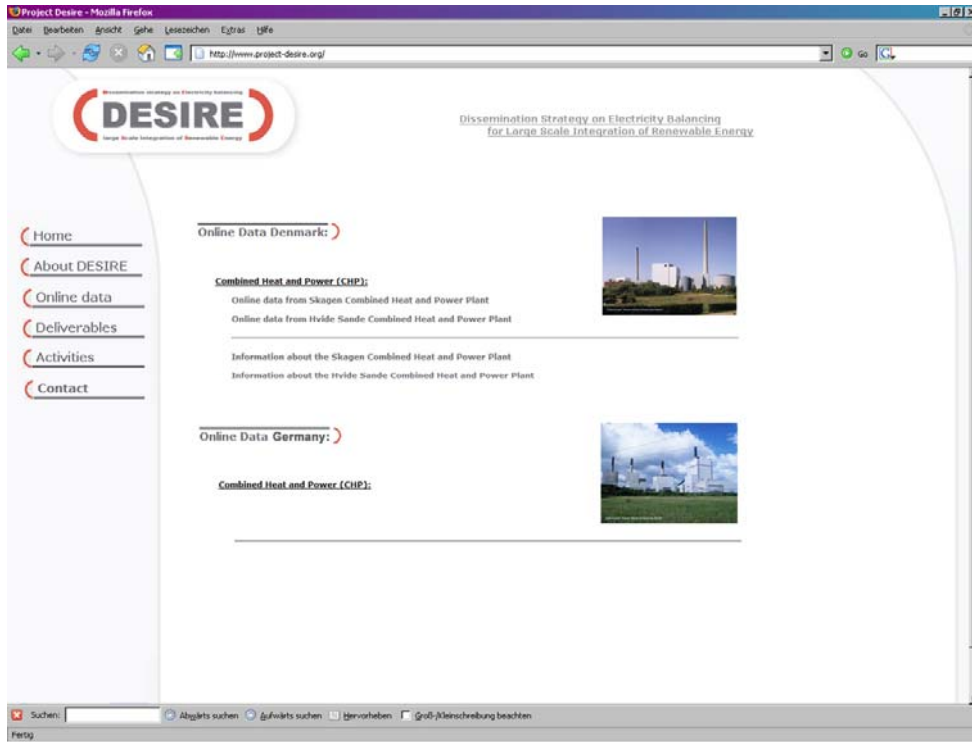


Figure 5 : New layout of “Online data” section

