

**CatRIS**  
**Catalogue of Research Infrastructures Services**  
**Horizon 2020 CSA**

**WP3 User needs and requirement elicitation**  
**Deliverable 3.2 “Survey form for requirement**  
**elicitation”**

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## Document Revision History

Date	Version	Author/Reviewer	Summary of changes
30.01.2019	0.1	Vladimir Cvijanović	First draft of the Survey
11.02.2019 – 15.02.2019	0.2	Jelena Angelis, Tiago Garcia, Haris Georgiadis, Alasdair Reid and Claire Salinas	Comments on the existing version
17.02.2019 – 18.02.2019	0.3	Vladimir Cvijanović, Patrick England, Ana Helman and Panos Spyrou	Comments and edits on the existing version
21.02.2019 – 25.02.2019	0.4	George Papastefanatos and Jorge-A. Sanchez-P.	Comments and suggested modifications to the Survey

11.03.2019 – 12.03.2019	0.5	Vladimir Cvijanović	Final round of comments and modifications
13.03.2019 – 18.03.2019	0.6	Vladimir Cvijanović, Ana Helman and Claire Salinas	Final review and approval
18.03.2019	0.7	Ana Helman	Survey launched

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## Acronyms

Abbreviation	Meaning
<b>API</b>	<b>Application programming interface</b>
<b>CatRIS</b>	<b>Catalogue of Research Infrastructure Services</b>
<b>ESFRI</b>	<b>European Strategy Forum on Research Infrastructures</b>
<b>GDPR</b>	<b>General data protection regulation</b>
<b>H2020</b>	<b>Horizon 2020</b>
<b>KPI</b>	<b>Key performance indicator</b>
<b>PI</b>	<b>Principal investigator</b>
<b>RI</b>	<b>Research infrastructure</b>
<b>TRL</b>	<b>Technology readiness level</b>

# Survey



**CatRIS**  
Catalogue of Research  
Infrastructure Services

Survey on information needs for the CatRIS  
catalogue of RI and core facilities' services and  
the related gateway

## 1. Welcome to the CatRIS Survey!

**Welcome!**

**This survey is carried out within the framework of the CatRIS project funded by the Horizon 2020 programme under grant agreement No 824173.**

**CatRIS (Catalogue of Research Infrastructure Services) was set up to make available, via an online gateway, information about research infrastructure (RI) services offered in Europe. In its work CatRIS will align with the ongoing elnfraCentral project, MERIL, various initiatives within the RI community as well as ongoing development of the European Open Science Cloud.**

**Cataloguing on RI services is expected to improve visibility of services, foster European and international collaborations, and enhance RI accessibility, usage, and impact. During the first phase of the project, the consortium partners are analysing existing initiatives and running an open consultation process to identify current practices in cataloguing and offering RI services as well as existing and future needs of their users.**

**A prerequisite for the success of CatRIS is its integration in the overall European RI landscape and the active engagement of the RI community and its various stakeholders such as RI operators, managers and users from academia and industry, decision and policy makers, funders.**

**We kindly invite you to share your experience and your views on this topic by participating in this 20 min online survey!**

**The survey intends to solicit information requirements and needs for the development of the catalogue of RI services and the future CatRIS portal. Your answers will be treated in a strictly confidential manner and will be anonymised for aggregate statistical analysis.\***

**For any questions or technical problems, please contact Camelia Steinmetz: [catris@esf.org](mailto:catris@esf.org).**

**Deadline for completing the survey is 10 May 2019.**

**Thank you very much for your valuable cooperation!**

**The CatRIS Team**

*\*Please note that personal data will be treated confidentially and in compliance with the EU General Data Protection Regulation 2016/679*



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## 2. Common questions - respondent information

1. Location (country) of your work

2. Are you a

- RI operator/manager
- RI service manager
- A researcher/scientist
- An entrepreneur / belong to a business sector
- Policy-maker / member of public administration assisting policy-makers
- Funding organisation / owner
- Other (please specify)



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## 3. Common questions - field of activity



3. If you are a researcher and/or work for a RI, which field are you active in:

- Biological and medical sciences
- Chemistry and material sciences
- Earth and environmental sciences
- Engineering and energy
- Humanities and arts
- Information science and technology
- Physics astronomy, astrophysics and mathematics
- Social sciences
- Other (please specify)



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#### 4. Common questions - service definition

4. Do you agree with the following definition of a service: "RI assistance to the users that provides them certain benefits"

- Yes
- No.  
Please provide a definition you suggest



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#### 5. Common question - role within the context of RI services

5. Regarding RIs' services, are you:

- A current RI service user/customer
- A potential RI service user/customer
- An RI operator/manager
- An RI service manager/provider
- A Policy maker and/or funder



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6. Questions for current and potential users/customers of RI services - experiences

6. When approaching a Research Infrastructure, what are you interested in?

*multiple answers possible*

- RI's facilities and instruments
- RI's resources (e.g. a dataset, a sample)
- Technological and methodological expertise of the RI's scientists
- Services provided by RI (e.g. training, data analysis, data storage, ...)
- Access to operational and management capacity of the RI
- Other (please specify)

7. What means do you currently use to find and order required RI services?

*Multiple answers possible*

- Requesting information via a supervisor or a PI
- Communication by email, telephone, Skype, etc
- Completing an order form on the website of a RI
- National access programmes / platforms
- Transnational access programmes (e.g. BalticTRAM; LINX)
- Competitive submission of proposals for use of RI services
- Marketplace linked to online catalogue(s) of services
- Other (please specify)

8. Have you had any problems when trying to find the right RI service?

- Yes
- No

9. If 'yes', which specific problems have you encountered?

Multiple answers possible

- Difficult to find a particular service
- Difficult to get a choice of services to compare
- Services are described in an incomplete or unclear way
- Services are described from the RI perspective but not users
- None of the above

Please comment:



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## 7. Questions for current and potential users/customers of RI services - practices

10. How do you usually search for RIs' service?

Multiple answers possible

- Directly on RI websites
- European wide or national catalogues of research infrastructures/service
- Via recommendations from colleagues
- Internet search (Google, etc.)
- Other (please specify)

11. What type of RI services have you already used or have been looking for?

*Multiple answers possible*

- Access to facilities / instruments
- Access to data
- Access to samples
- Analysis service
- Material processing service
- Data management
- Software and applications
- Storage service
- Support service
- Training and education service
- Expertise (consultancy) service, advice
- Infrastructure management service
- Transport service
- Other (please specify)

12. Are there RI services you need but don't know where to find?

No

Yes

If yes, please state which ones:

13. Are there RI services you need but don't know how to access?

No

Yes

If yes, please state which ones:



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14. What would be your main motivation for using a European catalogue of RI services?

*multiple answers possible*

- Discover new or additional RI's services that I need
- Save time through a price comparison
- Save time through comparisons of services on other criteria
- Better understand the details of the services offered
- More easily request access to services I am interested in
- A possibility to transact directly via a gateway
- Understand how other users rated this service
- Neutrality, trustworthiness or objectivity
- Other (please specify)

15. Please rate the functionalities that a RI service catalogue should have:

	Not important	Somewhat important	Important	Very important	Extremely important
Conditions to access the service/access policy	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
View services classified in categories	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
View detailed characteristics of a targeted service	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Compare prices	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Compare services otherwise	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Use advanced filters for finding a specific service	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Rate a service	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Give feedback/comments that can be viewed by other users	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Personalise your experience by having favourite services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Get recommendations for new services based on similar users	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Get recommendations for new services based on services you already searched or registered for	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Other (please specify)

16. Which characteristics do you find most important when looking for a service?

	Not important	Somewhat important	Important	Very important	Extremely important
Service provider	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Service description	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Service options	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Target users (i.e. researchers, entrepreneurs, etc.)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
User value	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
User base	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

	Not important	Somewhat important	Important	Very important	Extremely important
Version of a service	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Life Cycle Status (alpha, beta, production, etc)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Technology Readiness Level (TRL)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Service category	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Scientific domain	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Location where a service is offered	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Language a service is offered	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Type of service (remote, on-site)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Required or other related services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Technique(s) related to the service	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Instrument(s) related to the service	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Helpdesk	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
User Manual	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Service Training information	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Price and Payment model (free, subscription, pay per use, etc.)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Terms of use and service level agreements available	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Other (please specify)



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9. Questions addressed to both RI managers and users

17. How knowledgeable/aware are you of various types of RI services available at European and national levels?

	Not aware	Somewhat aware	I am fully aware of the landscape
Access to facilities /instruments	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Access to data	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Access to samples	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Analysis service	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Material processing service	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Data management	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Software and applications	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Storage service	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Support service	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Training and education service	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Expertise (consultancy) service, advice	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Infrastructure management service	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Transport service	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Other (please specify)



18. To what extent do you use various types of RI services available at European and national levels?

	I/we do not use	I/we sometimes use	I/we often us
Access to facilities /instruments	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Access to data	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Access to samples	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Analysis service	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Material processing service	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Data management	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Software and applications	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Storage service	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Support service	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Training and education service	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Expertise (consultancy) service, advice	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Infrastructure management service	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Transport service	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Other (please specify)



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10. Questions for RI service managers/providers

19. What type of RI services do you provide?(multiple answers possible)

- Access to facilities / instruments
- Access to data
- Access to samples
- Analysis service
- Material processing service
- Data management
- Software and applications
- Storage service
- Support service
- Training and education service
- Expertise (consultancy) service, advice
- Infrastructure management service
- Transport service
- Other (please specify)

20. Which challenges do you face in increasing the uptake of your services?

*multiple answers possible*

- We do not see so many new users requesting our services/facilities
- We do not see all users browsing/looking for our services/facilities (i.e. potential users)
- We cannot offer a service without our RI's instrument, equipment or facility
- Users tend to come from countries other than the ones in which RI operates but we cannot serve the users outside our country
- Users rate the administrative process of providing the service as too complex
- Services are not easily discoverable on our website
- We cannot offer more services as the volume of service provision is already high
- We do not have any challenges
- Other (please specify)

21. How do you reach out to new users/user groups?

*multiple answers possible*

- We list our services in our own online catalogue
- We list our services in other online catalogues.
- We carry out promotional campaigns
- We promote our services via an ESFRI cluster we belong to
- We are part of a H2020 project which aims to engage with new/potential users
- We are part of a cross-regional/cross-country project (e.g. Baltic TRAM, LINX) which aims to engage with new/potential users
- We are part of a network that helps us advertise our services/facilities to new/potential users
- We are not interested in new users
- Other:

22. Would you be interested to list your services in the CatRIS service catalogue?

- Yes
- No

23. Which advantages would you expect from being listed in a service catalogue?

*multiple answers possible*

- No advantages
- Higher revenues for the RI
- Making our RI think how to describe our services
- Better visibility/outreach
- Other advantages (please specify)

24. Are there any disadvantages in having a European catalogue of RI services? If yes, which ones?

*multiple answers possible*

- Additional administrative burden for RIs in updating information
- Additional financial resources needed for promotion / maintenance of the catalogue
- Sustainability of such a catalogue isn't clear
- No disadvantages
- Other disadvantages (please specify)

25. What types of statistics on the available services are you interested in exploring?

*multiple answers possible*

- Distribution of services per category
- Distribution of services per discipline/scientific domain
- Geographical distribution of services
- Grouping of services per TRL/maturity
- View user rating per service
- View visitation per service
- Other (please specify)

26. What means of visualization would you prefer for exploring statistics on the available services?

*multiple answers possible*

- Pie charts
- Bar graphs
- Maps (whenever applicable)
- Tables
- Other (please specify)

27. Please rate the functionalities of the future CatRIS service catalogue:

	Not important	Somewhat important	Important	Very important	Extremely important
Easy and understandable process of publishing services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Automated update of service information	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Means (like APIs) to upload and update service descriptions to the catalogue	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Comparison of services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Management of service access requests	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Customer feedback gathering	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Alignment of service definition across different RIs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Information about types of users accessing a service (i.e. researchers vs entrepreneurs, etc.)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Quality Assurance of the service description provided	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

28. Are there any other functionalities and features that would be important to include in the design of an RI service catalogue? Please specify:



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11. Questions for policy makers and funders

29. When assessing performance or progress of a Research Infrastructure, what areas are you especially interested in?

*multiple answers possible*

- Use of RI's facilities and instruments
- Use of RI's resources (e.g. a dataset, a sample)
- Use of RI's services (e.g. training, data analysis, data storage, ...)
- Provision of technological and methodological expertise by the RI's scientists
- Update of operational and management capacity of the RI
- Other (please specify)

30. Would you be interested in using CatRIS service catalogue?

- Yes
- No

31. What is the added value of a RI service catalogue from your perspective as a policy maker or funder?

*multiple answers possible*

- To get up-to-date information about the number of users of an individual RI service
- To get up-to-date information about a rate of change of users of an individual RI service
- To understand the popularity of each individual service
- To understand differences (if any) in the uptake of services from European level RIs vs national RIs
- To automatically collect information about service performance (i.e. KPIs)
- To understand the potential impact of funded RI services
- To understand how users' needs are taken on board in designing and managing an RI service
- I do not see any value added
- Other



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32. Within the framework of GDPR, are you interested and willing to be included in future mailings about the project and to get involved in the workshops, focus groups or interviews? We truly hope you are! If so, please leave your details below:

name

position

organisation

email

phone number



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13. Thank you!

**Thank you for your time and input!**

The CatRIS Team