4 User Services  
4.1 Request monitoring ad meeting of user requests;  
4.2 User feedback  
4.3 User registration and data usage statistics  
  
Definition:  
A „user“ in this context is somebody who explicitly makes use of the WIS services to fulfill the data needs.  
Data Consumers in particular use the WIS Discovery, Access and Retrieval Services.  
Data Providers in particular use in addition to the DAR the Meta data and/or data upload Services.  
  
  
  
  
Things to collect data upon/monitor:  
- number of user registrations  
- type of user  
- location (country) of user  
- type of data accessed  
- Amount of data accessed  
- Amount of near-realtime data requests and offline data requests  
- Meta data quality  
- number of user queries  
- type of user queries  
  
  
  
The collection of those data could be used to:  
- measure user satisfaction  
- manage the user base  
- focus on priority areas (channel work and effort, capacity planning)  
- provide insight into state of operational acceptance of WIS by users, react appropriately (e.g. publication, knowledge building, encourage WIS usage) also inside into evolution state of the transition of users to rely soley on WIS)  
  
  
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The propagation of status information on WIS services is a user requirement.  
„e.g. going to my GISC and getting near-realtime information on the status of the announced services. Example: Data discovery element is online but data retrieval via xxx is offline until date…. please see system announcement xyz“.