

TF-PR COMPENDIUM

**Public Relations and Communications Activities
of NRENs in Europe**



2007 EDITION

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INTRODUCTION

This compendium, produced as a deliverable of the TF-PR TERENA taskforce, is now in its third year, and is designed to complement the main TERENA compendium. Its focus is the PR related activities of the European NREs, providing an overview of the activities of and investment in the PR functions of NREs.

While the operating environments that NREs are faced with can and do vary significantly between countries, there are also considerable overlaps in scope and activities. This compendium aims to highlight these similarities and differences and to act as a further stimulus for NRE staff with a communications brief. It identifies new kinds of activities, benchmarks existing activities and resources and charts the trends in PR.

As this compendium is only in its third year this should be taken into account when attempting to draw conclusions from any apparent trends. However it does suggest an increasing commitment by NREs to the role of communications in delivering services into an increasingly competitive market place.

| MEMBERS* | COUNTRY | url | PR CONTACT |
|----------|----------------|--|---------------------|
| BELNET | Belgium | www.belnet.be | Veerle Custers |
| CARNet | Croatia | www.carnet.hr | Anamaria Soric |
| CYNET | Cyprus | www.cynet.ac.cy | Kyriakos Maifoshis |
| CESNET | Czech Republic | www.cesnet.cz | Gabrilea Krčmařová |
| UNI | Denmark | www.forskningsnettet.dk | Gitte Kudsk |
| EENet | Estonia | www.eenet.ee | Maria Ristkok |
| RENATER | France | www.renater.fr | Virginie Blanquart |
| DFN | Germany | www.dfn.de | Kai Hoelzner |
| GRNET | Greece | www.grnet.gr | Dimitra Kotsokali |
| HEAnet | Ireland | www.heanet.ie | Rose Turner |
| GARR | Italy | www.garr.it | Federica Tanlongo |
| SURFnet | Netherlands | www.surfnet.nl | Elise Roders |
| UNINETT | Norway | www.uninett.no | Elisabeth Farstad |
| PSNC | Poland | www.man.poznan.pl | Zbigniew Krzewinski |
| FCCN | Portugal | www.fccn.pt | Marta Dias |
| ARNES | Slovenia | www.arnes.si | Tomi Dolenc |
| RedIRIS | Spain | www.rediris.es | Maria Bolado |
| SUNET | Sweden | www.sunet.se | Lennart Forsberg |
| SWITCH | Switzerland | www.switch.ch | Roland Eugster |
| | | | |

Active Members of TF-PR

| Organisation | Country | url | Name of Key PR Contact |
|------------------|----------------|--------------------------------------|------------------------|
| * ACOnet | Austria | www.aco.net | Christian Panigl |
| * BELNET | Belgium | www.belnet.be | Veerle Custers |
| * CARNET | Croatia | www.carnet.hr | Goran Kvarc |
| * CYNET | Cyprus | www.cynet.ac.cy | Kyriakos Maifoshis |
| * CESNET | Czech Republic | www.cesnet.cz | Gabriela Krcmarova |
| * UNI-C | Denmark | www.forskningsnettet.dk | Gitte Kudsk |
| * EENet | Estonia | www.eenet.ee | Maria Ristkok |
| * FUNET | Finland | www.csc.fi/suomi/info/index/phtml.en | Paavo Ahonen |
| * RENATER | France | www.renater.fr | Virginie Blanquart |
| DFN | Germany | www.dfn.de | Kai Hoelzner |
| * GRNET | Greece | www.grnet.gr | Dimitra Kotsokali |
| * HEAnet | Ireland | www.heanet.ie | Rose Turner |
| GARR | Italy | www.garr.it | Federica Tanlongo |
| * RESTENA | Luxembourg | www.restena.lu | Anne Balic |
| * SURFnet | Netherlands | www.surfnet.nl | Mariska Herweijer |
| * UNINETT | Norway | www.uninett.no | Truls Johnsen |
| * PSNC | Poland | www.man.poznan.pl | Zbyszek Krzewinski |
| * FCCN | Portugal | www.fccn.pt | Marta Moreira Dias |
| ARNES | Slovenia | www.arnes.si | Tomi Dolenc |
| * Red.es/RedIRIS | Spain | www.rediris.es | María Bolado |
| AMRES | Serbia | http://webserver.rcub.bg.ac.yu | Nada Mijatovic |
| * SUNET | Sweden | www.sunet.se | Lennart Forsberg |
| * SWITCH | Switzerland | www.switch.ch | Roland Eugster |
| * JANET (UK) | United Kingdom | www.janet.net | Russell Nelson |
| * JISC | United Kingdom | www.jisc.ac.uk | Robert Haymon-Collins |
| * DANTE | | www.dante.net | Dale Robertson |

* NRENs reporting in 2007

Scope of NREN

| Organisation | Country | Scope of Organisation | |
|--------------|----------------|---|--|
| | | 2006 | 2007 |
| ACOnet | Austria | x | primarily infrastructure |
| BELNET | Belgium | network infrastructure and services | Infrastructure and services |
| CARNet | Croatia | x | x |
| CYNET | Cyprus | infrastructure and network services | Infrastructure, network services |
| CESNET | Czech Republic | x | Infrastructure and network services |
| UNI•C | Denmark | infrastructure, network services, conferences | infrastructure, network services, conferences |
| EENet | Estonia | infrastructure, network services, content | Infrastructure, network services, security, authentication, content, .ee domain registration, projects |
| FUNET | Finland | x | Infrastructure, network services, security coordination, identity federation, content management, collaborative tools |
| RENATER | France | infrastructure, network services, projects | Backbone infrastructure, network services and security |
| DFN | Germany | x | x |
| GRNET | Greece | GRNET S.A. is a state-owned organization under the supervision of the Ministry of Development (General Secretariat of Research & Technology). Its role is a) To provide high-quality international and national networking and grid services to the Greek academic & research institutions, to the public and private sector so as to support their research and educational activities, b) To promote and disseminate the use of Information and Communication Technologies in the public and private sector (e-Government, e-Learning, and e-Business). | GRNET is a legal entity (state-owned corporation) under the auspices of the Greek Ministry of Development-General Secretariat for Research & Technology. It's role is a) to provide high-quality international & national networking and grid services to the Greek academic & research institutions, to the public & private sector so as to support their research & educational activities, and b) to promote and disseminate the use of Information & Communication Technologies in the public and private sector (e-Government, e-Learning, and e-Business). GRNET is an integral part of GEANT and a member of RIPE, TERENA, CEEnet, and EuroIX. |
| HEAnet | Ireland | x | Network Services and Research |
| GARR | Italy | infrastructure and network services | infrastructure and network services |

| Organisation | Country | Scope of Organisation | |
|----------------|-------------|--|--|
| | | 2006 | 2007 |
| RESTENA | Luxembourg | x | Infrastructure and network services |
| SURFnet | Netherlands | infrastructure and network services | infrastructure, networks services, middleware, applications |
| UNINETT | Norway | Core network, network services, international connectivity via NORDUnet, national peering, campus network design, CERT, experimental networks and IKT-advisory counselling to the educational sector | Core network, network services, international connectivity via NORDUnet, national peering, campus network design, CERT, experimental networks and IKT-advisory counselling to the educational sector |
| PSNC | Poland | Polish PIONIER is dedicated to serve the research and education community, interconnecting (via MANs) and providing all Polish universities and research institutes, schools and public entities (such as hospitals, libraries, local governments) with the access to the Internet. The whole infrastructure is based on 2 levels: the national, backbone network PIONIER and the academic centers, networks, MANs (PIONIER consortium members) delivering the last mile connection. | Polish PIONIER is dedicated to serve the research and education community, interconnecting (via MANs) and providing all Polish universities and research institutes, schools and public entities (such as hospitals, libraries, local governments) with the access to the Internet. The whole infrastructure is based on 2 levels: the national, backbone network PIONIER and the academic centers networks MANs (PIONIER consortium members) delivering the last mile connection. |
| FCCN | Portugal | Core network, network services, international connectivity via NORDUnet, national peering, campus network design, CERT, experimental networks and IKT-advisory counselling to the educational sector | Outline our NREN responsibilities we're involved in the promotion of the Internet in general |
| ARNES | Slovenia | infrastructure, network services, security, some middleware, some content hosting, advisory and support, technical standards development, collaboration in programs and projects "ICT for education", Safer Internet projects, national registry for .si | infrastructure, network services, security, some middleware, some content hosting, advisory and support, technical standards development, collaboration in programs and projects "ICT for education", Safer Internet projects, national registry for .si |
| Red.es/RedIRIS | Spain | infrastructure, network services, international networking projects | infrastructure, network services, middleware applications, academic CERT, international representation of technical forum |
| SUNET | Sweden | SUNET is a joint organization for the universities with the goal to give University Sweden access to a computer network that maintain a very good quality. Today's network is called GigaSunet. Next network will be OptoSunet. SUNET also manages several services, including net-based meetings. Ipv6, a web directory, an archive and so on. | OptoSunet was up and running in march 2007. It is a so-called hybrid network combining traditional routing technology with the ability to offer users personal wavelengths for activities demanding high bandwidth capacity. The majority of Sweden's colleges and universities are connected to OptoSunet at a capacity of 10 Gbits/s. |

| Organisation | Country | Scope of Organisation | |
|--------------|----------------|---|--|
| | | 2006 | 2007 |
| SWITCH | Switzerland | <p>"Network (operation, maintenance, PERT, DNS, IPv6)</p> <ul style="list-style-type: none"> - NetServices (video conferencing, collaboration, streaming, content delivery, end user support) - Security (CERT, PKI, NfSen, roaming & ubiquity, AAI and other middleware) <p>Sub-segment Internet Domains:</p> <ul style="list-style-type: none"> - Operation of registry for .ch and .li domain names incl. registrar function" | <p>"Network (operation, maintenance, PERT, DNS, IPv6)</p> <ul style="list-style-type: none"> - NetServices (video conferencing, streaming, content delivery, end user support) - Security (CERT, PKI, NfSen, roaming & ubiquity, AAI and other middleware) <p>Sub-segment Internet Domains:</p> <ul style="list-style-type: none"> - Operation of registry for .ch and .li domain names incl. registrar function" |
| JANET (UK) | United Kingdom | infrastructure +associated network and support services, domain name registrar | infrastructure, network services, webhosting, domain registration |
| JISC | United Kingdom | network infrastructure, middleware, content, research, learning and teaching, administration | Network, access management, information environment, e-resources, e-research, e-learning, e-administration, busines and community engagement |
| DANTE | | pan-European infrastructure and services. infrastructure and services in other world regions and interconnection between Europe and other world regions. Work organised within EU-funded projects in conjunction with NREN project partners. | DANTE plans, builds and operates the GÉANT2 network and research networking infrastructures in the Mediterranean, Latin America and Asia-Pacific on behalf of NREN project partners. DANTE is also involved in developing and delivering network services (e.g. multi-domain monitoring) as part of GÉANT2. |

AUDIENCE

NREN audiences remain the traditional sectors of tertiary education and research. Some NRENs are now including schools amongst their customer base which brings with it additional challenges for communications teams in tailoring their messages to this new audience.

| Organisation | Country | 2006 | | | 2007 | | |
|--------------|----------------|--|-----------------------------------|-------------------|---|---|---------|
| ACOnet | Austria | | | | connected organisations' staff, end users, general public, government | | |
| BELNET | Belgium | connected organisations' staff, end users, general public, government, other | political decision makers | 600,000 | connected organisations' staff, end users, general public, government | | 600,000 |
| CARNet | Croatia | | | | connected organisations' staff, end users, general public, government | | |
| CYNET | Cyprus | | | | Connected organisations' staff, General public | | |
| CESNET | Czech Republic | Connected organisations' staff, General public, other | interested research organisations | 353 organisations | Connected organisations' staff, Government, Other | researchers and projects outside CESNET | 170 |
| UNI-C | Denmark | Connected organisations, staff, End Users | | 100,000 | | | |
| EENet | Estonia | Connected organisations' staff, End users, General public, Government | | 228,000 | Connected organisations' staff, End users, General public, Government | | 210,000 |
| FUNET | Finland | connected organisations' staff | | 100 | Connected organisations' staff, End users, General public | | 350,000 |

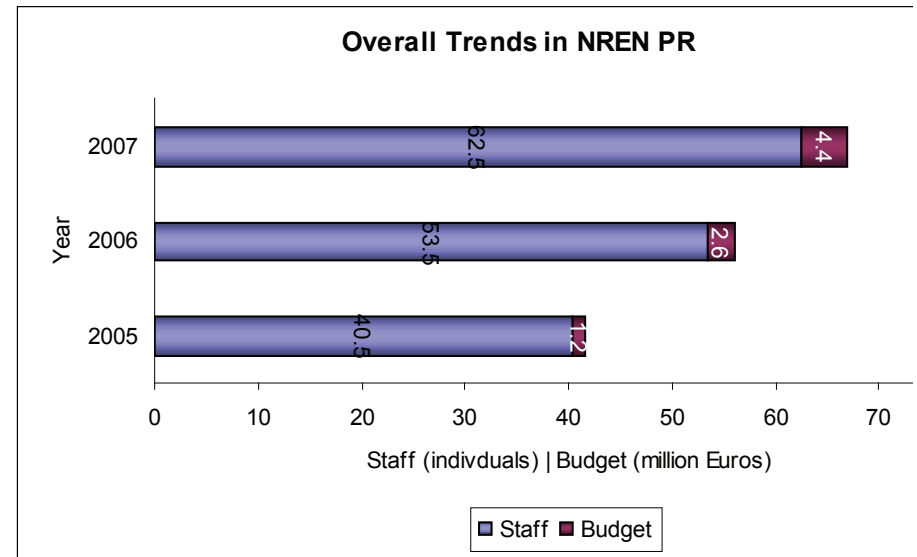
| Organisation | Country | | | | | | |
|--------------|-------------|--|------------|---------------------------------------|--|------------------------------|--|
| | | 2006 | | | 2007 | | |
| RENATER | France | Connected organisations' staff, End users, Government | | 1000 organisations | Connected organisations' staff, End users, Government | | |
| DFN | Germany | | | | | | |
| GRNET | Greece | Connected organisations' staff, End users, Government | | 1,000,000 | Connected organisations' staff, End users, General public, Government, Other | SMEs, national organizations | 1,000,000 |
| HEAnet | Ireland | end users, government, other | librarians | 300 institutions | Connected organisations' staff, End users, Government, Other | schools | 32,000 |
| GARR | Italy | connected organisations'staff. genreal public, government | | 2,000,000 | | | |
| RESTENA | Luxembourg | | | | Connected organisations' staff, End users, General public, Infrastructure and network services | | 50 |
| SURFnet | Netherlands | Connected organisations' staff, End users, General public, Government | | 850,000 | Connected organisations' staff, End users, General public, Government | | 750,000 |
| UNINETT | Norway | Connected organisations' staff, Government, other | | 2000 | Connected organisations' staff, Government | | |
| PSNC | Poland | Connected organisations' staff, End users, General public, Government, other | | 2,000,000 students, 700 R&D companies | Connected organisations' staff, End users, General public, Government, Other | | 2 mln of students, 700 R&D comapnies connected via MAN |
| FCCN | Portugal | Connected organisations' staff, End users, Government | | 120 organisations | Connected organisations' staff, End users, Government | | 400,000 |

| Organisation | Country | 2006 | | | 2007 | | |
|----------------|----------------|---|---|---|---|---|------------|
| ARNES | Slovenia | Connected organisations' staff, end users, government, other | | 100 to 1,000,000 depending on which users | | | |
| Red.es/RedIRIS | Spain | connected organisations' staff, | | | Connected organisations' staff, End users, Government | | 2 million |
| SUNET | Sweden | connected organisations' staff, ebd users, government | | 300,000 | Connected organisations' staff, End users, Government, Other | political decisionmakers | 400 |
| SWITCH | Switzerland | connected organisations' staff, end users, government | | 200,000 | connected organisations' staff, end users, government | | 200,000 |
| JANET (UK) | United Kingdom | connected organisations' staff, government | | 2500 organisations | connected organisations' staff, government, other | New sectors e.g., schools | 3000 |
| JISC | United Kingdom | connected organisations' staff, government, other | strategic partner organisations, international partners | 15,000 named individuals plus variable numbers of cold call targets | connected organisations' staff, government, other | professional associations, UK and overseas partner organisations, research councils, commercial companies | 15,000 |
| DANTE | | connected organisations' staff, end users, general public, government | | 30 million | connected organisations' staff, end users, general public, government | | 30 million |

RESOURCES

The following pages show the resources allocated to PR activities. While we have attempted to provide relative figures for resource allocation direct comparisons between NRENs should be treated with caution due to the differing remits of NRENs.

The overall trend shown opposite shows a significant commitment by NRENs to their marketing activities. This is welcomed by TR-PR (one of the task forces remits is to promote the role of communications within NRENs). This increased investment in marketing activities brings with it a responsibility to demonstrate that value is being delivered and a significant challenge facing PR professionals in NRENs is to provide evidence of the return on this investment.



Staffing

| Organisation | Country | Level of PR Person | # Staff in FTE | | Comments |
|----------------|----------------|--------------------|----------------|-------|--|
| | | | 2006 | 2007 | |
| ACOnet | Austria | senior mgr. | | 1.00 | |
| BELNET | Belgium | other grade | 1.50 | 2.20 | 1,6 FT PR |
| CARNet | Croatia | middle mgr. | 2.00 | 2.50 | |
| CYNET | Cyprus | other grade | 0.05 | 0.05 | |
| CESNET | Czech Republic | senior mgr. | 1.25 | 1.25 | |
| UNI-C | Denmark | middle mgr. | 2.00 | 2.00 | |
| EENet | Estonia | other grade | 0.20 | 0.50 | PR work is divided among several people according to the workload |
| FUNET | Finland | other grade | 0.50 | 1.00 | |
| RENATER | France | other grade | 1.50 | 1.00 | |
| DFN | Germany | | | | |
| GRNET | Greece | middle mgr. | 3.00 | 1.00 | |
| HEAnet | Ireland | middle mgr. | 1.00 | 1.00 | |
| GARR | Italy | | 2.50 | | |
| RESTENA | Luxembourg | other grade | | 0.50 | PR work is divided among several people according to the needs. Includes registry activities |
| SURFnet | Netherlands | senior mgr. | 4.00 | 4.00 | |
| UNINETT | Norway | middle mgr. | 6.00 | 4.50 | |
| PSNC | Poland | other grade | 1.00 | | |
| FCCN | Portugal | middle mgr. | 2.00 | 1.50 | |
| ARNES | Slovenia | | 1.50 | | |
| Red.es/RedIRIS | Spain | middle mgr. | 1.00 | 1.00 | |
| SUNET | Sweden | middle mgr. | 1.00 | 1.00 | |
| SWITCH | Switzerland | middle mgr. | 2.50 | 3.00 | Includes registry activities |
| JANET (UK) | United Kingdom | senior mgr. | 6.50 | 6.0 | Includes technical web staff |
| JISC | United Kingdom | senior mgr. | 16.00 | 19.00 | Communication management - 5; Press and media - 1; Production, events etc - 5; web/electronic - 4; market research - 2; partnership - 2. |
| DANTE | | senior mgr. | 4.00 | 5.50 | |

Budgets

| Organisation | Country | Budget in EURO | | Comments |
|----------------|----------------|----------------|-----------------|---|
| | | 2006 | 2007 | |
| ACOnet | Austria | | none assigned | on demand |
| BELNET | Belgium | 130,000 | 200,000 | allocated per project |
| CARNet | Croatia | | 100 000 | |
| CYNET | Cyprus | | 0 | |
| CESNET | Czech Republic | 50,000 | 55 | |
| UNI•C | Denmark | | | |
| EENet | Estonia | | 6400 | allocated by department, allocated per project |
| FUNET | Finland | 50,000 | 10000 | |
| RENATER | France | | 50 000 | |
| DFN | Germany | | | |
| GRNET | Greece | 300,000 | 300,000 | allocated per project |
| HEAnet | Ireland | | | |
| GARR | Italy | 40,000 | 40,000 | |
| RESTENA | Luxembourg | | marginal | |
| SURFnet | Netherlands | 485,000 | 500,000 | approx. 50% allocated by organisation, 50% allocated for a major project |
| UNINETT | Norway | 50,000 | 50,000 | |
| PSNC | Poland | | | It is distributed among many initiatives so difficult to estimate - allocated per project |
| FCCN | Portugal | | 100 000 | |
| ARNES | Slovenia | 3,000 | 3,000 | |
| Red.es/RedIRIS | Spain | | n/a | |
| SUNET | Sweden | | 60.000 (approx) | the SUNET Board has the responsibility and the PR person execute |
| SWITCH | Switzerland | 380,000 | 500'000 | includes registry activities |
| JANET (UK) | United Kingdom | 129,000 | 336,000 | |
| JISC | United Kingdom | 1m | 2.1m | |
| DANTE | | | 450,000 | budget allocated per project |

Graphic Design

| Organisation | Country | Graphics | | Comments |
|----------------|----------------|------------|------------|--|
| | | 2006 | 2007 | |
| ACOnet | Austria | | mixture | |
| BELNET | Belgium | outsourced | outsourced | |
| CARNet | Croatia | | mixture | Leaflets, bookmarks and other small items in-house, the rest is outsourced to a design agency on a yearly basis. |
| CYNET | Cyprus | mixture | mixture | The E-Services Team of the University of Cyprus assists in the design of the website. |
| CESNET | Czech Republic | mixture | mixture | Web and newsletter in-house, other outsourced |
| UNI-C | Denmark | outsourced | outsourced | |
| EENet | Estonia | in house | in house | |
| FUNET | Finland | in house | in house | |
| RENATER | France | mixture | mixture | Newsletter/web/special document |
| DFN | Germany | | | |
| GRNET | Greece | mixture | mixture | newsletters are done in-house |
| HEAnet | Ireland | mixture | outsourced | |
| GARR | Italy | | | |
| RESTENA | Luxembourg | | mixture | content in-house |
| SURFnet | Netherlands | mixture | outsourced | |
| UNINETT | Norway | mixture | mixture | 90% of the work with graphic design is outsourced. The strategy is to outsource everything. |
| PSNC | Poland | mixture | in house | |
| FCCN | Portugal | mixture | mixture | We have an in house designer, but we sometimes use freelancers or hire outsourced companies |
| ARNES | Slovenia | mixture | | |
| Red.es/RedIRIS | Spain | mixture | mixture | Annual Meeting imaga is outsourced as well as some bulletin covers or promotional material |
| SUNET | Sweden | in house | in house | |
| SWITCH | Switzerland | mixture | mixture | Only graphic designs with low impact are designed in-house. |
| JANET (UK) | United Kingdom | mixture | in house | |
| JISC | United Kingdom | mixture | mixture | Two full time in-house dsign and production staff, plus various external agencies |
| DANTE | | outsourced | outsourced | |

KEY ACTIVITIES

Activities

NRENs are continuing to use a wide range of both traditional and technology driven activities to keep their customers informed.

It is interesting to note that while Web 2.0 has been a real focus for enabling better communications across many industry sectors this has not been reflected in additional resources within the NRENs (an increase of 1 person for web over the period where comparable data was present). This uptake of Web 2.0 technologies will be monitored in the next compendium and their use in the overall communication activities of NRENs determined.

Publications

| Organisation | Country | 2006 | | | | 2007 | | | |
|--------------|----------------|-----------------------------|--------------|---------------------|------------------------|------|-----|---------------------|--------------------------|
| ACOnet | Austria | | | | | | | | |
| BELNET | Belgium | 4 leaflets, 1 Annual Report | support site | electronic | quarterly | 5 | 1 | electronic | quarterly |
| CARNet | Croatia | | | | | 5 | 3 | electronic | monthly |
| CYNET | Cyprus | 0 | 0 | 0 | | 0 | 0 | 0 | 0 |
| CESNET | Czech Republic | 1 | 1 | electronic | quarterly | 1 | 1 | electronic paper | quarterly quarterly |
| UNI•C | Denmark | 1 | 0 | electronic | quarterly | 1 | 0 | electronic | quarterly |
| EENet | Estonia | 20 | 1 | paper | quarterly | 8 | 0 | paper electronic | quarterly bi-annually |
| FUNET | Finland | 1 | | electronic paper | quarterly | 2 | 2 | paper electronic | quarterly quarterly |
| RENATER | France | 2 | 10 | paper electronic | quarterly/ monthly | 4 | 10 | paper electronic | quarterly monthly |
| DFN | Germany | | | | | | | | |
| GRNET | Greece | 30 | 10 | electronic | quarterly | 35 | 15 | paper electronic | quarterly quarterly |
| HEAnet | Ireland | 2 | 1 | electronic | quarterly | 10 | 5 | electronic | quarterly |
| GARR | Italy | | | electronic | quarterly | | | | |
| RESTENA | Luxembourg | | | | | 1 | 1 | electronic | bi-annually |
| SURFnet | Netherlands | 10 | 10 | electronic paper | weekly quarterly | 6 | 3 | paper electronic | quarterly weekly |
| UNINETT | Norway | 4 | 5 | electronic paper | quarterly quarterly | 0 | 5 | paper | quarterly |
| PSNC | Poland | 20 | 100 | | | 20 | 100 | | |

| Organisation | Country | 2006 | | | | 2007 | | | |
|----------------|----------------|--------|---------------------|------------------------|--------------------------|--------|---------------------|---|--|
| FCCN | Portugal | 2 or 3 | electronic paper | quarterly quarterly | 2 or 3 | 3 to 5 | paper electronic | quarterly quarterly | |
| ARNES | Slovenia | 1 | 1 | 0 | | | | | |
| Red.es/RedIRIS | Spain | 2 | 1 | paper | quarterly | 2 | 2 | paper quarterly | |
| SUNET | Sweden | 8 | 1 | electronic | quarterly | 6 | 0 | | |
| SWITCH | Switzerland | 7 | 2 | electronic | bi-annual | 8 | 5 | electronic quarterly | |
| JANET (UK) | United Kingdom | 49 | 4 | paper | quarterly | 38 | 5 | electronic paper quarterly monthly | |
| JISC | United Kingdom | 25 | 37 | electronic paper | fortnightly quarterly | 30 | 45 | electronic paper fortnightly quarterly | |
| DANTE | | 6 | 1 or 2 | electronic | quarterly | 6 | 1 or 2 | electronic paper quarterly quarterly | |

Websites

| Organisation | Country | Websites | Staff | Websites | Staff |
|----------------|----------------|----------|----------|----------|--------|
| | | 2006 | | 2007 | |
| ACOnet | Austria | | | 1.00 | 1.00 |
| BELNET | Belgium | 4.00 | 0.50 | 5.00 | 1.00 |
| CARNet | Croatia | | | 20.00 | 3.00 |
| CYNET | Cyprus | 1.00 | 0.05 | 1.00 | 0.05 |
| CESNET | Czech Republic | 10.00 | 0.50 | 1.00 | |
| UNI•C | Denmark | 1.00 | 2.00 | 1.00 | 1.25 |
| EENet | Estonia | 7.00 | 0.10 | 6.00 | shared |
| FUNET | Finland | 2.00 | 0.50 | 3.00 | 0.50 |
| RENATER | France | 1.00 | 1.50 | 1.00 | 2.00 |
| DFN | Germany | | | | |
| GRNET | Greece | 15.00 | 1.00 | 15.00 | 1.00 |
| HEAnet | Ireland | 1.00 | 3.00 | 1.00 | 3.00 |
| GARR | Italy | 10.00 | 1 to 1.5 | | |
| RESTENA | Luxembourg | | | 2.00 | 0.50 |
| SURFnet | Netherlands | 5.00 | 2.00 | 10.00 | 0.50 |
| UNINETT | Norway | 15.00 | 3.00 | 1.00 | shared |
| PSNC | Poland | 20.00 | 3.00 | 20.00 | 3.00 |
| FCCN | Portugal | 4.00 | 1 to 0.5 | 7.00 | 1.00 |
| ARNES | Slovenia | 1.00 | 1.00 | | |
| Red.es/RedIRIS | Spain | 1.00 | 1.00 | 1.00 | 2.00 |
| SUNET | Sweden | 1.00 | 0.50 | 1.00 | 0.20 |
| SWITCH | Switzerland | 1.00 | 2.00 | 1.00 | 2.00 |
| JANET (UK) | United Kingdom | 3.00 | 2.50 | 3.00 | 3.00 |
| JISC | United Kingdom | 3.00 | 3.00 | 1.00 | 4.00 |
| DANTE | | 6.00 | 1.00 | 9.00 | 1.00 |

APPENDIX 1

TF-PR Compendium Questionnaire - 2007

TERENA logo The following survey is being conducted on behalf of the TERENA Public Relations Task Force (TF-PR). It aims to provide an overview of PR activities in European NRENs. The results will be made available in order to assist NRENs in benchmarking their own activities, and to provide supporting evidence should any organisation be looking to expand its own PR activities.

Your help in completing this survey, which should take 5-10 minutes, is most appreciated.

1 Name of Key PR Contact (required) _____

2 Organisation (required) _____

3 Email of Person Completing Survey (for contact purposes only; this will not be published in the survey results) (required) _____

4 Position

- Senior manager
- Middle manager
- Other grade

5a Graphic Design

- In-house
- Outsourced
- Mixture

5b If "mixture", please clarify _____

6a Target Audiences (tick more than one box if applicable)

- Connected organisations' staff
- End users
- General public
- Government
- Other

6b If 'Other', please specify _____

6c Size of Target Audience (approximate number of individuals) _____

7 Scope of NREN: outline your NREN's areas of responsibility (e.g. infrastructure, network services, content) and indicate any other bodies involved _____

8a Number of PR Staff - if PR activity forms only part of a person's responsibilities, use fractions e.g. 0.5 if half of your time is spent on other activities

8b Any Further Comments on PR Staffing Levels and Profile _____

9a Annual PR Budget (in euro, excluding staff costs) _____

9b Budgetary Structure, if Relevant (e.g. allocated by department, allocated per project) _____

Key Activities

10 Promotional Publications (approximate number per year; if none, put (0))

11 Technical Publications (approximate number per year; if none, put (0))

12a Newsletter (tick more than one if applicable)

- Electronic
- Paper
- None

12b Newsletter Frequency - Printed (if applicable)

- Weekly
- Fortnightly
- Monthly
- Quarterly
- Bi-annually
- Annually

12c Newsletter Frequency - Electronic (if applicable)

- Weekly
- Fortnightly
- Monthly
- Quarterly
- Bi-annually
- Annually

13a Website(s) (total number, if none put 0)

13b Number of Staff Dedicated to the Website

14 Proactive Communication With National Press

- Yes - regularly
- Yes - indirectly
- Yes - infrequently
- No

15 Number of PR-related Events Held in the Last 12 Months

16 Other Significant PR Activities Not Included Above (e.g. training, TV, radio, video) _____

17 Any Further Comments _____

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