

**BRAINSTORMING SESSION**  
**Group C**  
**Moderated by Theo van Hintum**

**Feedback from Group C on Software and Training**  
**Outputs Survey**

**SP4 / SP5 disconnect**

The target for GCP 2008 deliverables focusses on Drought Relief, meanwhile

- end users request guidance & user friendliness of software and tools to meet their specific needs, which may indeed be met by existing resources on which they have no training, rather than new "SP4" deliverables
- too much time between conception of project and delivery and assessment by targeted users; need for earlier involvement of end-users in development process (users have responsibility to get involved too and provide the guidance); need for strategies to provide documentation/training development in parallel with iterative process of product development; importance of using training as a forum for get feedback from users, workshops are a good context for a two-way flow of information
- significant generic training in SP5 is disconnected from specific goals & targets
- therefore, recommend that SP4 + SP5 address in a coordinated manner specific end user requirements
- development of conceptual frameworks useful for organizing existing resources and identifying existing bottlenecks and gaps; diversity of user communities

may require development of multiple perspective frameworks for different user groups and levels of expertise

- use of Wiki-like technologies, open source development/user communities very useful as a way of getting projects in touch, perhaps need to be more structured and provide incentives for eliciting input; danger of biasing content toward the type of user who will actually contribute to the system rather than the user classes whose needs should be met.
- general need for "integration", but recognition that there are different approaches that are appropriate in different contexts; top-down "big picture" approaches are good for organizing information and existing resources, bottom-up good for addressing concrete needs and being immediately relevant to users, but should keep in mind the need to ultimately work into the bigger picture; "integration" also applies to training resources as well as functional software components; projects like MOBY seem to have their heart in the right place for the user needs, and have established valuable communities for discussion of the issues, but have not yet delivered the tools needed by the developers to make their information resources really more relevant to users through greater integration