Electronic Dissemination

An International Benchmarking 2000

Report on Findings

STATISTICS
DENMARK

Electronic Dissemination

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Report on Findings

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Preface

This report is the result of an international benchmarking exercise carried out by Statistics Denmark during the fall of 2000. The aim is to examine and compare the performance of electronic dissemination of statistics carried out by Statistics Denmark with that of national statistical offices of selected European countries: Finland, Norway, Sweden, France, Netherlands, and UK. The statisticians from these offices have graciously offered their assistance and co-operation in the project, for which Statistics Denmark is truly thankful. They have also reviewed the report in order to avoid misunderstandings.

The report focuses mainly on dissemination on the Internet while other electronic media are only described briefly.

It is part of Statistics Denmark's corporate strategic plan *Strategy 2005* to conduct an annual benchmarking exercise on different subjects, and the present study is the first one of these benchmarkings. The purpose is to learn from the experiences of colleagues in the international statistical community, thus extracting good practices, which may fruitfully be adapted in our own office. This study confirms the usefulness of such a strategy. It is our hope that other statistical offices will also find the results interesting and useful.

It should be noted that electronic dissemination of statistics is an art, which is at the moment in the middle of a very rapid development. Therefore, the observed differences between countries may change quickly. And what we are doing today may be completely old-fashioned tomorrow. As a consequence, this book might carry the inscription "Perishable goods - to be consumed before December 2001".

The report was edited by Ms. Annegrete Wulff, Chief Adviser, Head of electronic dissemination in Statistics Denmark.

Statistics Denmark, 24 January 2001

Jan Plovsing
/ Lars Thygesen

Executive Summary

Electronic dissemination has a decisive impact on how the statistical office is looked upon in society. Statistics Denmark has therefore conducted a benchmarking exercise of electronic dissemination of statistics in different countries. It took place during 2000. This report constitutes the result of this benchmarking.

The statistical institutes that participated have reached different stages in the development of electronic services. It seems however that the long-term targets are similar:

- The electronic dissemination in general is increasingly important.
- Output databases as well as publications on the web are considered vital.
- The free access to statistics is promoted.

The discussions with colleagues from all the participating countries have inspired us a lot. We have as a result of this highlighted some recommendations for the future work in Statistics Denmark.

It is our impression that Statistics Denmark is in the first row among countries providing large amounts of data on the web. The use of data is high. The data are reasonably well documented, and it is easy to download and re-use the data. The functionality for structural data is satisfactory but the integration of time series into the retrieval function needs further elaboration. Moreover we need to look closer into functions that make it easier for the ordinary citizen to find and understand what we disseminate. This is a challenge for the years to come.

Contents

1 Introduction

Statistics Denmark has in accordance with the long-term corporate strategic plan for the organisation decided to conduct annual benchmarking exercises on different subjects. It was done in 2000 for electronic dissemination of statistics. Seven European statistical offices including Denmark were targeted in this exercise. The first step was to conduct a survey based on questionnaires. This was followed by visits to all countries during the autumn of 2000. This report including annexes constitutes the result of the benchmarking.

2 Acknowledgements

Statistics Denmark would like to thank the national statistical institutes (NSIs) participating in the benchmarking: Statistics Finland, Statistics Norway (SSB), Statistics Sweden (SCB), Statistics Netherlands (CBS), INSEE in France and the ONS in the UK. They have all openly shared their experience and spent their time answering many questions.

The participants from the NSIs have also taken the time to read and correct this report.

3 Scope of the exercise

The purpose of this benchmarking exercise is to compare the performance of electronic dissemination of statistics in a few selected European countries in order to find out if any lessons can be learnt. In other words, we have been looking for “best practices” regarding the many different aspects of electronic dissemination. However, our intention has never been to measure and rank the statistical bureaux, setting up a number one, two, three etc. We are fully aware that the conditions in different countries can be so diverse that it makes the results in the different countries less comparable. So a more accurate way of articulating the purpose is to say that we are seeking “good practices” or “useful practices”, meaning elements that can be adopted with success by our own office.

Our ambition is that, from our visits and interviews in the six partner organisations, we will be able to compare the practices of the bureaux with respect to many aspects of dissemination, and to uncover and understand important differences between the practices.

Dissemination of statistics has for several years been considered a most important activity in Statistics Denmark. It is even more in focus in our corporate strategy for the coming five years.

The usage of and access to the Internet has become increasingly widespread in society as a whole. The potential users of statistics are at the same time expected to become more heterogeneous. During the past two years, the number of families in Denmark with Internet access has increased from 350,000 to over 1,000,000. This means in principle that around 45 per cent of the population are potential users in their homes, and the ratio is growing. 90 percent of people aged 16-54 years claim they have access to the Internet - either at home or at work.

Looking at the professional side of the Danish society, 95 per cent of all enterprises use the Internet.

This makes the Internet an extremely important channel to reach also users of statistics. It is considered to be by far the most important technique among electronic dissemination media. This is the background to our interest in looking into the

electronic dissemination, not only in our own organisation, but also by comparing us with and learning from other statistical organisations.

One way of doing this was to carry out an international benchmarking study or look at best practice in the field. The focus was on practices which enhance

- Accessibility for the users
- Internationalisation, i.e. possibility of reaching an international audience
- Usability for a broad, heterogeneous user group

Some of these aspects could be covered through a questionnaire while others required in-depth discussions. The questionnaire survey was conducted first. After that, we had the opportunity to clarify some questions during personal interviews.

4 Implementation

The exercise started in May 2000 when questionnaires were distributed to the six selected partner organisations. The questionnaire consisted of 15 questions within the following sub-items:

- General Internet service (5 questions)
- Output databases on the website (9 questions)
- User satisfaction for electronic products (1 question)

The questionnaire is reproduced in annex 1

5 General Internet service

Number of visitors

Table1. Number of visitors

National Statistical Institute (NSI)	Population	Visitors on the website 01/07-31/12 1999[1]	Visitors per 1,000 inhabitants	Per cent of households with Internet access
Denmark	5,300,000	153,612	29	45
Norway	4,400,000	500,000	113	50
Sweden	8,800,000	..[2]	..	60
Finland	5,100,000	235,128	46	30
The Netherlands	15,500,000	400,000	26	50-60
France	58,600,000	450,000	8	20
UK	58,800,000	900,000	15	..

The table shows significant variance in the number of visitors, with Norway as the high-end extreme and France at the lower end. One explanation to this could be that most countries report a noteworthy growth in the number of visits every month, and already one year later the figures would be considerably higher. Moreover the conditions in France are different, as the Minitel system is still a competitor to the web. Minitel, which is a text-based computerised system, was introduced years before

[1] Visitors on the web site are counted as the number of different IP addresses during each day, aggregated to monthly data and finally to the period 01/07-31/12 1999.

[2] 01/01-31/12-2000: Visits 1.130.000 (webtrends), Unique visitors 485.000 (webtrends)

the Internet, and still a lot of French electronic dissemination - including that of INSEE - uses the Minitel media: 6 million Minitel machines are in operation.

The most visited pages in Norway are those for non-professional use: Statistics on Christian names and a possibility to enter your own name and get response back on how many people in Norway have the same name. Another well-visited page is a Statistics game for young people. Key information about municipalities has many professional visitors.

In the UK one third of all visits go to the statistical database.

In Denmark more than half of all visits go to the news releases, while one out of five visits the database.

The number of households with access to the Internet constitutes the potential number of Internet users for the statistical office - apart from the professional business sector. Table 1 above shows that the potential is not all: Although Norway, the Netherlands and Denmark are quite similar regarding potential users (around 50 per cent of the households), the SSB in Norway has far more visitors than the others. Actually the SSB website is the second most visited among websites managed by public authorities in Norway.

The number of visitors on Statistics Denmark's web site increased from 77,000 in 1997 to 485,000 in 2000. A similar trend is reported from the other countries.

Publications

Table 2. Web publications (May 2000)

National Statistical Institute (NSI)	Number of different titles to order via the web	Number of different titles to download	Price for download of publication on the web	Publication format
Denmark	All	12	Free	PDF
Norway	All (902)	268	Free	PDF, (HTML)
Sweden	All (300)	30	Free	PDF
Finland	280	..	Free	PDF, (HTML)
The Netherlands	200	20	Free	PDF
France	1300	400	Free	PDF
UK	None	30	Free	PDF

It seems clear that the NSIs all have the same basic philosophy towards publications on the web: All publications that can be downloaded from the web are given free of charge (this does not necessarily include the news releases). The trend is that all publications should be available on the web successively.

In Sweden, Norway and the Netherlands the step has been taken to give first priority to dissemination of publications via the web, second priority to hard copy. This means that the web version is regarded as the “real” publication, the paper version is an extra service. The preferred dissemination format is PDF, although Norway and Finland also use HTML for smaller documents.

It will be interesting to follow the sale of hard copy publications when they become available free of charge on the web. It has often been assumed among NSIs that the sale of hard copies tends to *increase* when the publication is made available for free on the web, although no one has been able to confirm the statement. Reliable statistics on this issue are still missing.

Statistical offices often publish large and static publications containing complex tables and graphs. PDF or the portable document format is generally considered to be the most suitable format for that. The publications are usually written as pages in a book. The PDF format is used subsequently as a low-budget way of web publishing. The aim is to reproduce a picture exactly identical to the paper version. The possibilities inherent in later versions of the PDF format (e.g. hyperlinking) are typically not in use, due to high labour costs associated with linking and marking the text.

Recommendation 1

PDF is not an easily searchable format, but it is very convenient if the web publication is intended to look exactly like the printed version. The benchmarking has shown that search solutions can in fact be found and are functioning well (e.g. in Sweden and Finland). It is therefore recommended that Statistics Denmark consider implementing a similar solution (Search facility from Adobe).

6 Output databases

Users of database

Table 3. External use of output database during 1999

National Statistical Institute (NSI)	Sessions	Different users	Charged or free databases	Password protected
Denmark (web database, public from July 1999)[3]	3,453	413	Charged Free from 2001	
Denmark (mainframe database)	18,000	247	Charged	
Norway	.	.	.	.
Sweden	72,036	500	Charged Free from2000	Yes
Finland	..	..	Charged/free	Yes
The Netherlands	..	..	Free	No
France	.	.	.	.
UK	..	50,000	50 re-sellers charged	Yes

Norway and France had no output database on the Internet in 1999. Both countries plan to open a database service on the Internet in the coming year. It should be noted that other means of delivering data exist in these countries e.g. through access to a closed network and through subscription. In France, Minitel is as mentioned important as well.

The Dutch CBS does not record any information about the users or the use.

Finland has six output databases in different software systems accessible on the Internet. Statistics Finland charges for some data in the database while other data can be used free of charge.

In Statistics Sweden the use of output databases was charged until 1 January 2000. Figures reported in the table concern the charged period.

[3] Statistics Denmark's web database is free of charge from 1 January 2001. The first month of 2001 showed around 50,000 external sessions and 1450 different users.

France is considering establishing a chargeable time series database.

Statistics Denmark has for 15 years charged all users for access to the online databases. From 1 January 2001 all retrievals from the databases will be free of charge.

A database can be password protected even if it is free of charge. This is the case in Sweden where important information about the users is collected. SCB assumes that this information provided by the users themselves is reliable. It is worth noting that a remarkable growth in the number of users and retrievals has been a consequence of free database service in Sweden:

From charged to free database

Table 4. From charged to free database in SCB Sweden

Statistics Sweden	Users of database	Retrievals during the year
December 1999	500	72,000
December 2000	10,000	160,000

Statistics Denmark has chosen to password protect the access and register the users even when the database will be free of charge. In December 2000 there were around 1400 paying users of the database. During a four-month period of free trial in 1999 around 10,000 users applied for a password. This development is similar to the Swedish experience.

During the first month of free access to Statistics Denmark's web database January 2001 the number of retrievals reached 50,000.

A change in the composition of users is another interesting aspect learnt from Sweden. Ministries, local governments etc. were the main users during the period of the paid service. This has changed remarkably after one year of free access. More than 50 per cent of all users are now private enterprises.

Recommendation 2

Statistics Denmark should register the database users by sector in order to be able to tailor information according to their needs.

Characteristics of the database

Table 5. Characteristics of the database

National Statistical Institute (NSI)	Cube structure/ time series structure	Number of time series	Number of cubes	Data cells (excl. zeros)
Denmark	Cube	…*	515	203 millions
Norway	.	.	.	.
Sweden	Cube	…*	440	202 millions
Finland	Both	50,000	1,500	..
The Netherlands	Both	6,500	474	..
France	.	.	.	.
UK	Both	30,000	1,500	..

** The number of time series is not meaningful in the case of cube organization. From the cubes can be extracted approx. 140 mill. time series in each of the countries.*

The size indications of the databases is not fully comparable. In addition to the cube base, and extracted from that, Statistics Denmark supports a time series databank run by a private company. This contains 18,000 economic time series.

7 Dissemination formats

7.1 Time series

Different solutions and formats exist in the different countries. The only common denominator is when time series are compiled in relation to the SNA (System of National Accounts).

Dissemination of time series is often handled through re-sellers and on-sellers like DataStream/Primark, Bloomberg, Reuters, WEFA and the Swedish Eco-Win company. Data are transferred through the data vendors' own system to the users.

A general system to extract or integrate time series from data cubes is not found in any of the visited countries. The integration of time series into the database model used in Denmark and Sweden is however going on in these countries.

Recommendation 3

The handling of time series is closely connected to rebasing. Time series are updated back in time whenever a new base is given in all countries.

The present method in Denmark has been criticised and amendments have to be considered since this topic is of great importance to some users.

7.2 File formats

Standardisation in formats regarding web publications is noticed. This is not the case for data file formats. The participating countries use different output formats for their data on the web. The PC-AXIS format is used in Denmark, Sweden and partly in Norway and Finland. This is associated with the Scandinavian Meta-model as it is used in our output database. Statistics Finland - like CBS in the Netherlands - uses also the StatLine software, which like PC-AXIS can act as an "in-between" creating the output format preferred by the end-user. CSV (Comma separated values) is another common option which is available to the end-user.

A shift towards XML as an output format is expected in the future. This format is already a part of the Norwegian set-up. An investigation of the applicability of XML has been going on for some time in Sweden and Finland. In its guidelines on information technology, the UK Government recommends the XML format. This has subsequently been adopted by the ONS, but no initiative to commence has been taken yet.

XML is expected to be the future data exchange format. The ONS believes that this compatibility with Microsoft® standards has high priority among end-users.

Recommendation 4

The principle of XML being independent of software platforms can be a great advantage. It is, however, not widely used today. Statistics Denmark should therefore look into the possibilities of getting a reliable overview of the suitability.

8 User satisfaction

It is important that the visitor to the website will be satisfied with what the NSI offers. This will require that:

- The needed data are available
- The user is able to find them
- The user is able to understand the data

Some statistical offices disseminate a lot of data from huge databases while others disseminate restricted but specific and targeted information. Statistics Denmark and Statistics Sweden belong to the first category. A general conclusion on the best method cannot be made. This depends somewhat on expectations.

8.1 Feedback from users

ONS, UK has a facility called *'Your views'* on the web. This is an entry under each theme where users can comment on the *subject or theme.* They are guaranteed that their views will be read and considered by people working with the specific statistics.

Finland has a system to receive and to register inquiries. Even inquiries answered over the telephone are registered there. If the entered information is structured, the resulting database could contain valuable information on user problems and needs.

A user satisfaction survey is another possibility of getting feedback from users. Statistics Norway plans to carry out a survey by popping up a questionnaire to every 20th visitor, based on IP address.

Recommendation 5

A user satisfaction survey targeted on specific pages should be carried out, possibly following the model proposed by Norway.

8.2 Functionality on the web

One condition for being satisfied with the web service is as mentioned that the user can find what he is looking for - or is guided to the right place. An efficient search facility is Alfa and Omega. The ambition can be high: everything on the website must be searchable from outside search robots. A more moderate alternative is to have an efficient search within the website. Even the latter is not an easy task. It is not solved in a completely satisfactory way in any of the participating countries either.

Denmark is *not* in front regarding search facilities although it has been improved lately. We have started a project with the focus on key words.

A structure that seems evident and logical for everybody is probably difficult to set up. Norway uses a subject-oriented structure. A subject, e.g. labour market, can be opened. This will give access to all statistics and documents within that subject. A method to integrate that with an output database could be investigated further.

An evaluation of the functionality on the web can be carried out, for instance with the assistance of focus groups.

Feedback

Table 6. Feedback

National Statistical Institute (NSI)	User surveys	Evaluation of functionality
Denmark	Planned 2001	Planned 2001
Norway	Planned 2001	..
Sweden	Planned 2001	Focus groups
Finland	Yes	Focus groups
The Netherlands	No	Focus groups
France	Comments facility on the web	..
UK	Users' views on the web	Yes, every 6 months

8.3 Foreign languages

All countries want to reach English reading users. The translation work has started in Statistics Denmark but is far from ready.

UK is not mentioned in this connection.

Translation

Table 7. Translation of web pages into English

National Statistical Institute (NSI)	Per cent of national site translated	Plan to have identical national and English sites
Denmark	5	Yes
Norway	30	Yes
Sweden	10	Yes
Finland	..	Yes
The Netherlands	30	Yes
France	small	Yes

Recommendation 6

Web users around the world understand English to a wide extent although it is not their mother tongue. It is therefore highly desirable to have a well developed English website if statistics are to be understood and disseminated to people outside the home country. Work on this has already started in Denmark, but it is advised to speed up the work.

8.4 Documentation

Language is not the only barrier to understanding the statistics. Documentation of the figures is very important in a situation where the users retrieve data themselves. It is a challenge for us as producers since the documentation structure differs from the requirements of a publication.

Structured documentation is linked directly to the figures in the output database in Sweden and Denmark. This is an important step to provide users not only with figures but also with the necessary meta information.

Recommendation 7

We are in a situation where a much broader group of users will visit our databank when it is free of charge. The documentation we have built up today is targeted towards the professional users. We will have to investigate what kind of information and documentation the broader public needs in order to understand the statistics.

9 Final remarks

All countries that were involved in this benchmarking study have showed both some strong and some weak areas in electronic dissemination. Our aim was to carry out the benchmarking to investigate whether some countries had routines or functions that could strengthen *us* to reach the goals in our own dissemination policy. We might therefore have neglected certain items that other countries consider more important than we do.

It should also be noted that we have visited each bureau for only one day and we have certainly not been able to understand all the conditions that the countries might benefit from or be restricted by.

Annexes

Annex 1. Questionnaire to participants in the benchmarking

To
<Responsible for Electronic Dissemination Copy to the Director General>

Dear colleague

With the aim of becoming more efficient and esteemed by the users, Statistics Denmark has decided to carry out a benchmarking of our electronic dissemination. Evidently, we will not be able to do so without help from our colleagues in other statistical institutes.

Our intention is to learn what is best practice and what we can do better. Consequently we have decided to ask our colleagues in some of the leading statistical offices how they manage the electronic dissemination. We do not intend to make any ranking of the statistical offices, but we will summarise our findings concerning best practices in a report, leading to proposals for future work.

Of course we will provide you with a copy of the final report, and you will have the opportunity of commenting on the draft report.

We are aware that the conditions in your country and your office may in many respects differ considerably from ours, but please feel free to give additional explanations if the questions we pose are not relevant to the goals and objectives set up in your office.

Thank you very much for your cooperation. Please return your answers not later than 15 June 2000.

If anything seems unclear, do not hesitate to send a note to me (lth@dst.dk) or to Annegrete Wulff (awu@dst.dk), Chief adviser, Databanks.

Sincerely yours
Lars Thygesen

Statistics Denmark
Dissemination Centre, Databanks

May 2000

Benchmarking of electronic dissemination of statistics: Questionnaire

A: INTERNET SERVICES IN GENERAL

1) The use of Internet services during the last six months of 1999

a. Number of visitors (the same IP address only counted once per day):_____
b. Number of hits (excluding hits on pictures and graphics): _____

Comments:_____

2) Language. Which languages are used on your website?

a. The national language(s), which: _____
b. Other, which: _____
c. If several languages are used:
Are the editions identical in contents? • Yes • No
How much is translated? Everything, incl. databases? Please specify:
_____
_____
_____

3) Are other media (CD-ROM, diskettes) or networks used for electronic dissemination?

If yes, please specify: _____
_____
_____

4) Publications on the website: What kind of publications can users outside the statistical office order or access from your website? (more than one x permitted)

a. Paper publications can be ordered to be received by mail, number of different titles:_____

b. • Copies of paper publications (or parts hereof) can be downloaded, number of different titles: _____
and per cent of all printed publications :_____
format(s) (PDF, HTML, Word, other): _____
price compared to hard copy (same, lower, no charge): _____
c. • Comments _____
_____
_____
d. •No publications can be ordered or accessed from the website

5) Methods of payment: How can products (publications, CD-ROMs), which are ordered from the website, be paid? (more than one x permitted)

a. • Customer is invoiced. Order is executed only after payment
b. • Order is executed and customer invoiced simultaneously
c. • Customer can pay by a credit card
d. • Other method of payment: _____
e. • All products which are ordered from the website are free of charge
f. • Products cannot be ordered from the website

B: OUTPUT DATABASE(S) ON THE WEBSITE

Answer the following questions only if your organisation has one or several interactive databases, which can be accessed and manipulated on the Internet by users outside the office.

6) How are the database(s) accessed?
a. • Through own website
b. • Through an agent or broker
c. • Both

7. How is the price structure for the database(s)?
a. • A flat rate, how much per year (in USD)? _____
b. • A fee and a price related to the use _____
c. • Price only related to number of retrievals _____
d. • The database(s) can be accessed free of charge

8) Is a password necessary?
a. • Yes
b. • No

9) What kind of statistical data do the database(s) on the web contain:
a. • All statistical areas
b. • Only selected areas, which: _____

10) How are data normally stored:
a. • As time series
b. • As cubes (multi-dimensional tables)
c. • Both ways

11) What is the total size of the database(s)?
a. Number of time series: _____
b. Number of cubes (matrices): _____
c. Total number of non-zero data cells: _____

12) How much were the database(s) used by external users during 1999?
a. Number of sessions: _____
b. Number of retrieved figures: _____

c. Number of different users: _____
d. Number of paying users: _____
e. Number of non-paying users:_____

13) Revenues during 1999
a. How much was the turnover (in USD):_____
b. How many per cent of the cost of running the output database(s) were recovered by revenues:
_____%
c. No revenues _____

14) New updates are launched (tick all relevant alternatives):
a. • At the same time (hour and minute) on paper and on the web
b. • The same hour each day (if there are updates)
c. • By a pre-announcement, number of days ahead: _____

C: USER SATISFACTION

15) Does your office conduct regular user satisfactions surveys?
a. • Yes how often?_____
b. • No

Annex 2. Summarised reports on questionnaire. Questions refer to 1999

	Denmark www.dst.dk	**Norway** www.ssb.no	**Sweden** www.scb.se	**Finland** www.stat.fi	**Netherlands** www.cbs.nl	**France** www.insee.fr	**UK** www.statistics.gov.uk
Population	5,300,000	4,400,000	8,800,000	5,100,000	15,500,000	58,600,000	58,800,000
General Internet service							
1a) Visitors on web 01/07-31/12 1999	153,612	500,000		235,128	400,000	450,000	1,200,000
1b) www hits (incl. graphs)			6,000,000				
www hits (excl. graphs)		6,351,000		396,144		11,500,000	700,000
2a) Language, National	Danish	Norwegian	Swedish	Finnish/ Swedish	Dutch	French	English
2b) 0ther	English	English	English	English[4] (French)	English	English	Welsh
2c) Indentical yes/no	no	no	no	no	no	no	no
Per cent translated	< 5 %	30			10	small	1-2 pages
3) Other media							
cd-rom	yes	yes	yes	yes	yes	yes	yes
diskette	(yes)			yes	yes		yes
……other network							
Web publications							
4a) Order via web	all	all (902)	all (300)	280	200	1300	no
4b) Number of titles to download	12	268	30	X	20	400	30 books
- or per cent of all publications		note[5]	10		10	10	< 1 %
Format	pdf	pdf, (html)		pdf, (html)	pdf	pdf	pdf
Price	free	free	free	same/free	free		free
4c) Comments	Yearbook 2000						
4d) No order, no access							
Methods of payment							
5a) order executed after payment		X		X		X	
5b) order and execution simultaneously	X		X		X		
5c) credit card						from 2001	
5d) other payment			X				
5e) free of charge							
5f) No products can be ordered on web							3rd party selling agent
Output database(s) on the website		*No database on the web*				*From 2001*	
Access							
6a) Through own web			X	X	X		X
6b) Through agent							
6c) Both	X						
Price structure of the database(s)							
7a) Flat rate, USD per year				X			
7b) Fee, price related to use	X						
7c) No fee, price related to use	12 USD/100 cells						
7d) Free of charge			X		X		re-sellers pay
8) Password yes/no	Yes,		yes	yes	no		yes

[4] Finland reports the full web site is in Finish. The second language is English, the third is Swedish

[5] Norway: more than 90 per cent of publications published after March 2000 are on the web for download.

Annex 2. Summarised reports on questionnaire. Questions refer to 1999

	Denmark www.dst.dk	Norway www.ssb.no	Sweden www.scb.se	Finland www.stat.fi	Netherlands www.cbs.nl	France www.insee.fr	UK www.statistics.gov.uk
Contents							
9a) All statistical areas	X		X	X	X		X
9b) Selected areas							
Database structure							
10a) Time series							
10b) Cubes	X		X				
10c) Both				X	X		X
Size of database							
11a) Number of time series	140 millions[6]		123 millions[7]	50,000	6,500		30,000
11b) Number of cubes	515		440	1, 500	474		1,500
11c) Number of data cells (excl. zeros)	203,349,312		202 millions				
External use during 1999							
12a) Sessions	3,453[8]		72,036		800,000		
12b) Retrieved figures	831,694						
12c) Different users	497		600				50,000
12d) Paying users	643		480				50
12e) Non-paying users			120				50,000
Revenues during 1999							
13a) Turnover in USD	662,000		200,000				400,000
13b) Percent of operating costs covered by revenues	80		90				90
13c) No revenues					X		
Launching updates							
14a) Same time on paper and web	X						X
14b) Same time every day	9:30		X		X		
14c) Pre-announcement, days ahead	1 week/3 months		X				
User satisfaction for electronic products							
15a) Conduct regular surveys X times a year			intermittent				2
15b) No regular surveys	X				X		
Other	Meetings		X				

[6] Denmark: The number of time series is calculated and includes empty series

[7] Sweden: The number of time series is calculated and includes empty series

[8] Denmark: Retrieved sessions form all public on-line databanks during 1999: 21,151

Annex 3. Time schedule and participants

Time schedule of the benchmarking process.

February 2000 Statistics Denmark's Management decides to carry out an international benchmarking of electronic dissemination.

Participating Statistical Institutes: Statistics Sweden (SCB), Statistics Norway (SSB), Statistics Finland, Statistics Netherlands (CBS), UK Office of National Statistics (ONS), INSEE France

Phase 1 Planning
March-April 2000: Design of questionnaire

Phase 2 Questionnaires
June 2000: A questionnaire with 15 operational questions is sent to the participants.
June 2000: Return of the first answer to the questionnaire.
October 2000: Return of the last answer to the questionnaire.
October 2000: Analysis of the returned questionnaires.

Phase 3 Visits
October 2000: Planning the visits to the statistical offices.

Participants in the visits from Statistics Denmark:
Jesper Ellemose Jensen (jej)
Lars Knudsen (lak)
Per Madsen (pem)
Twan Manders (twm)
Lars Pedersen (lap)
Annegrete Wulff (awu)

26 October 2000: Visit to Statistics Norway (pem, twm, lap)
6 November 2000: Visit to ONS, UK (jej, awu)
9 November 2000: Visit to Statistics Sweden (jej, lak)
10 November 2000: Visit to Statistics Finland (jej, lak)
14 November 2000: Visit to INSEE France (lap, awu)
15 November 2000: Visit to Statistics Netherlands (pem, twm, lap)

Phase 4 Analysis
November 2000: Draft of minutes sent to participants
22 December 2000: Draft report delivered to the management.

People met Statistics Norway: Jan Bruusgaard
Statistics Finland: Jaakko Ranta, Jaakko Laakso, Hans Baumgartner, Markku Huttunen, Hari Lehtinen, Jussi Melkas, Pirjo Toivonen and Kirsi Palteisto.
Statistics Sweden: Erik Hansson, Lars Nordbäck, Tommy Wallster, Gustav Levenius, Lena Åstrøm, Berit Olsson. Lisa Olson
Statistics Netherlands: Jan-Willem Altena, Ron Vellekoop, Roy Coenraads, Pit Dehing
ONS, UK; James Denman
INSEE, France: André De Los Santos , Pierre Joly , Henri Laurencin ,Roselyne Couprie Michel Jacod