



# The European Commission's science and knowledge service

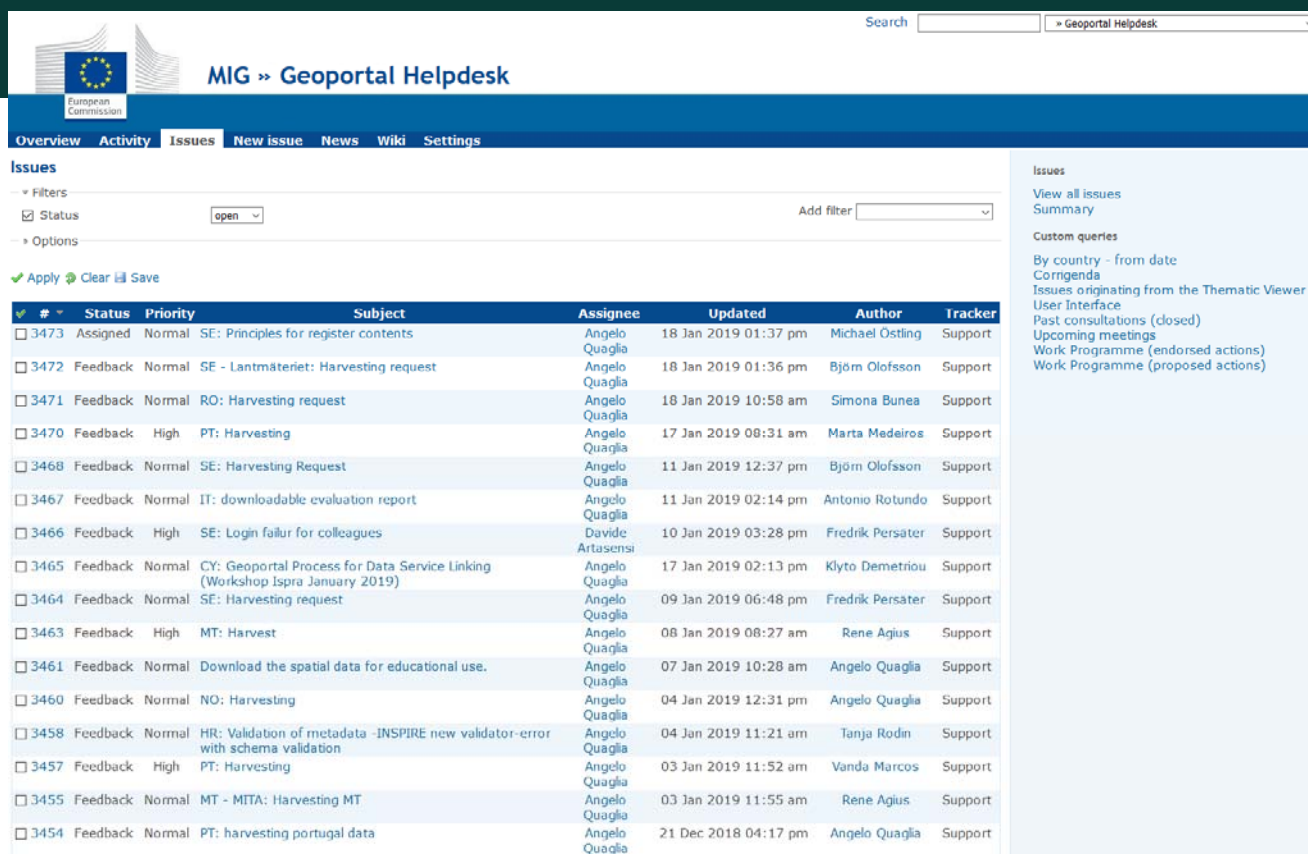
Joint Research Centre

# INSPIRE Geoportals Helpdesk

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# Statistics

- Set up on mid 2016
- More than 700 questions



The screenshot shows the 'MIG » Geoportal Helpdesk' interface. At the top, there is a search bar and a dropdown menu for 'Geoportal Helpdesk'. Below the header, there are navigation tabs: 'Overview', 'Activity', 'Issues', 'New issue', 'News', 'Wiki', and 'Settings'. The 'Issues' tab is active, displaying a list of issues with columns for '#', 'Status', 'Priority', 'Subject', 'Assignee', 'Updated', 'Author', and 'Tracker'. The list contains 18 items, with the most recent being issue #3473, assigned to Angelo Quaglia, dated 18 Jan 2019. A sidebar on the right provides additional options like 'View all issues', 'Summary', and 'Custom queries'.

#	Status	Priority	Subject	Assignee	Updated	Author	Tracker
3473	Assigned	Normal	SE: Principles for register contents	Angelo Quaglia	18 Jan 2019 01:37 pm	Michael Ostling	Support
3472	Feedback	Normal	SE - Lantmateriet: Harvesting request	Angelo Quaglia	18 Jan 2019 01:36 pm	Björn Olofsson	Support
3471	Feedback	Normal	RO: Harvesting request	Angelo Quaglia	18 Jan 2019 10:58 am	Simona Bunea	Support
3470	Feedback	High	PT: Harvesting	Angelo Quaglia	17 Jan 2019 08:31 am	Marta Medeiros	Support
3468	Feedback	Normal	SE: Harvesting Request	Angelo Quaglia	11 Jan 2019 12:37 pm	Björn Olofsson	Support
3467	Feedback	Normal	IT: downloadable evaluation report	Angelo Quaglia	11 Jan 2019 02:14 pm	Antonio Rotundo	Support
3466	Feedback	High	SE: Login failur for colleagues	DaVIDe Artesensi	10 Jan 2019 03:28 pm	Fredrik Persäter	Support
3465	Feedback	Normal	CY: Geoportal Process for Data Service Linking (Workshop Ispra January 2019)	Angelo Quaglia	17 Jan 2019 02:13 pm	Klyto Demetriou	Support
3464	Feedback	Normal	SE: Harvesting request	Angelo Quaglia	09 Jan 2019 06:48 pm	Fredrik Persäter	Support
3463	Feedback	High	MT: Harvest	Angelo Quaglia	08 Jan 2019 08:27 am	Rene Agius	Support
3461	Feedback	Normal	Download the spatial data for educational use.	Angelo Quaglia	07 Jan 2019 10:28 am	Angelo Quaglia	Support
3460	Feedback	Normal	NO: Harvesting	Angelo Quaglia	04 Jan 2019 12:31 pm	Angelo Quaglia	Support
3458	Feedback	Normal	HR: Validation of metadata -INSPIRE new validator-error with schema validation	Angelo Quaglia	04 Jan 2019 11:21 am	Tanja Rodin	Support
3457	Feedback	High	PT: Harvesting	Angelo Quaglia	03 Jan 2019 11:52 am	Vanda Marcos	Support
3455	Feedback	Normal	MT - MITA: Harvesting MT	Angelo Quaglia	03 Jan 2019 11:55 am	Rene Agius	Support
3454	Feedback	Normal	PT: harvesting portugal data	Angelo Quaglia	21 Dec 2018 04:17 pm	Angelo Quaglia	Support

# Statistics

## Number of questions on the helpdesk

NL - The Netherlands	46	NO - Norway	8
BE - Belgium	42	SK - Slovakia	8
ES - Spain	27	IT - Italy	5
MT - Malta	23	LV - Latvia	5
PT - Portugal	21	FR - France	4
AT - Austria	18	HU - Hungary	4
CY - Cyprus	17	SI - Slovenia	4
DE - Germany	17	EL - Greece	3
CZ - Czech Republic	12	PL - Poland	3
SE - Sweden	12	EE - Estonia	2
DK - Denmark	11	IE - Ireland	2
FI - Finland	9	CH - Switzerland	1
HR - Croatia	9	LI - Liechtenstein	1
RO - Romania	9	LT - Lithuania	1
		UK - United Kingdom	1

# Statistics

## Number of questions on the helpdesk compared with the available download service

NL - The Netherlands	46	<b>76</b>	NO - Norway	8	<b>12</b>
BE - Belgium	42	<b>170</b>	SK - Slovakia	8	<b>4</b>
ES - Spain	27	<b>135</b>	IT - Italy	5	<b>0</b>
MT - Malta	23	<b>140</b>	LV - Latvia	5	<b>3</b>
PT - Portugal	21	<b>130</b>	FR - France	4	<b>1099</b>
AT - Austria	18	<b>401</b>	HU - Hungary	4	<b>0</b>
CY - Cyprus	17	<b>28</b>	SI - Slovenia	4	<b>8</b>
DE - Germany	17	<b>9248</b>	EL - Greece	3	<b>34</b>
CZ - Czech Republic	12	<b>14</b>	PL - Poland	3	<b>53</b>
SE - Sweden	12	<b>28</b>	EE - Estonia	2	<b>15</b>
DK - Denmark	11	<b>20</b>	IE - Ireland	2	<b>4</b>
FI - Finland	9	<b>51</b>	CH - Switzerland	1	<b>1</b>
HR - Croatia	9	<b>3</b>	LI - Liechtenstein	1	<b>9</b>
RO - Romania	9	<b>20</b>	LT - Lithuania	1	<b>1</b>
			UK - United Kingdom	1	<b>64</b>

# Helpdesk as knowledge base

A lot of information related to common problems are already available in the helpdesk

"I cannot see my services ..."

"My service is not recognized as download service ..."

"Issues related WCS, SOS ..."

**Search in the Helpdesk knowledge base before asking a question**

# Future

**Organize an FAQ page covering all the common issues found in the Geoportal Helpdesk**

**Categorize the information – Re-structuring the frontend of the Helpdesk**

**Use the Geoportal Helpdesk only for specific issues related to the harvesting process**

**For software issues you can use the forum (thematic clusters)**



# Thank you

Any questions?

INSPIRE Geoportal Helpdesk

<https://ies-svn.jrc.ec.europa.eu/projects/geoportal/issues>