

SOURIR

a network for ICT benchmarking

Hélène Raimond

Nathalie Hardat

André Delacharlerie

Agence Wallonne des Télécommunications



Targets

SOURIR :

« **S**ynergie des **O**bservatoires des **U**sages
Régionaux de l'**I**nternet et des **R**éseaux »

i.e. :

« Synergy of research institutes on Regional uses
of the Internet and Information Networks »

Main objective : **SHARING**

- Methodological expertise
- Questionnaires and indicators
- Results for comparison purposes
- Technological Monitoring

Brief history

- 2000 :
 - AWT (Walloon Region) launches its first survey on the uses of ICT by SME and Citizens.
- 2001 :
 - AEC (Aquitaine) improves the questionnaire for citizens in the frame of a similar survey
 - First meeting of the members of the informal group at the Hourtin Summer University
- 2002 :
 - Other french regions join the network (Brittany, Poitou-Charentes, Nord-Pas-de-Calais, ...)
- 2003 :
 - Birth of SOURIR and charter publication
 - Opening of a Web site (www.sourir.org)
- 2005 :
 - First « specific » SOURIR seminar in Bordeaux



The SOURIR Charter

Based on 4 principles :

- **Reciprocity**

- Sharing knowledge and experience (questionnaires, methods, results)

- **Quality**

- Improvement, professionalisation of methods and processes of ICT surveys
→ benchmarking perspective

- **Loyalty**

- Respect for information and sources

- **Free of charge**

- Free of charge and voluntary based contributions

→ « *Sourir : the open source of benchmarking* »

SOURIR today

- Effective members :
 - Aquitaine (AEC)
 - Brittany (M@rsouin)
 - Wallonia (AWT)
 - Reunion (POSI)
- Partners :
 - Alsace (ADA)
 - Ile-de-France (ARTESI)
 - Limousin (ARD)
 - Midi-Pyrénées (ARDESI)
 - Nord-Pas de Calais (CRNPC)
 - Pays de la Loire (Syn@pse)
 - Poitou-Charentes (Arantis)
 - Grand-Duchy of Luxembourg (CRPHT)



SOURIR in practice

One or two yearly meetings for regions wanting to take part (participants are different every year) in order to :

- Discuss and share methodologies
 - Choice of samples of populations
 - Data processing and weighted factor computing
 - How to reach specific populations (household without fixed line and so on)
 - ...

In practice (2)

- Evaluation of the results and namely those related to specific questions asked by some regions in order to see if it's worth to duplicate: Focus on 11-14 years old children, Analysis of non users...)
- Choice of new themes and devise of new questions

In practice (3)

SOURIR is also

- a website (www.sourir.org) :
 - Public access :
 - Comparison tables for key indicators
 - Commented results for each region
 - Pointers towards other surveys
 - Extranet :
 - Shared questionnaires
 - Methodological articles
 - News
- a mailing list (forum@sourir.org)
- partnerships with ERIS@, FING,...

In short

SOURIR is mainly :

- a community of professionals
- involved in measuring the uses of ICT
- sharing their experience
- and their expertise
- in a « light », non constraining structure
- in order to maximise the quality
- of ICT benchmarking between regions.