



BID-REX

Interreg Europe



European Union
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Conclusions of the Wallonia workshop

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Information needs for decision makers

3 axes :

- Data/Information (expression of needs and data-related infrastructures)
- Processes (decision-making process)
- Actors (impact of decisions and after-sale service)

 **Data + Processes + Actors = Decisions**

How are we going to proceed?



1) Questionnaires

➔ **166 responses :**

- 122 from data managers**
- 44 from decision makers**

2) Workshop

➔ **42 participants**



Good practices identified

General context

- **Climate of trust** between decision-makers and data providers
- **Dialogue and coordination** between actors
- **Periodical evaluation** of regional data management processes
- **Needs, position, and context** of the end user/data supplier
- Using the **participatory approach**
- **Sharing management** with other structures, pooling experiences

Good practices identified

Identification and formulation of needs

- **Involving** decision-makers and end-users of data in the development process and discussion phase of the data collection approach
- Systematically **explaining** the contexts of the need and the use of the desired information

Good practices identified

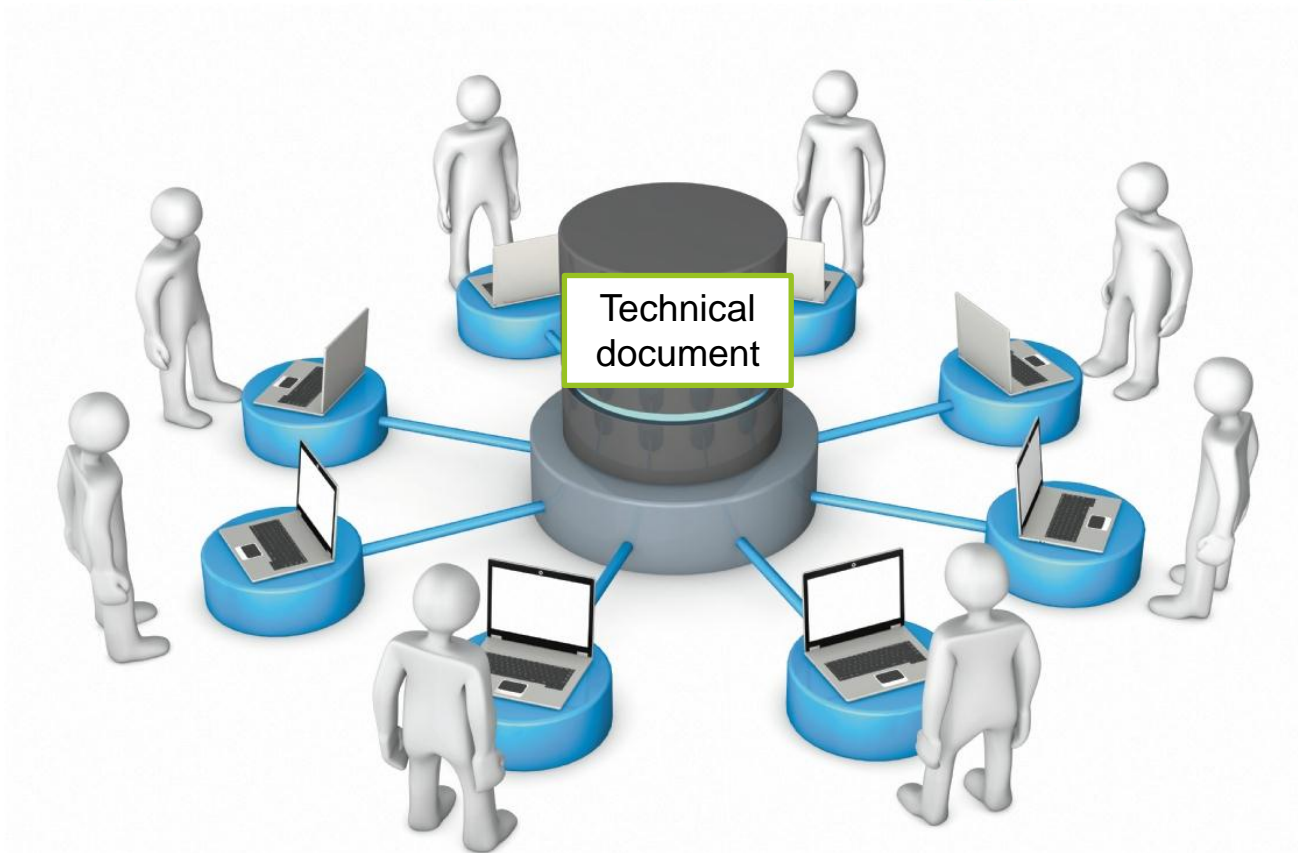
Satisfying data demands

- Make **data accessible and user-friendly** through efficient interfaces and media
- Use **standardized** formats and methods as much as possible
- **Invest** in updating data
- **Accompany** data with an interpretation and metadata report
- Implement **quality assurance** system or protocols
- Consider the **context** of data requests

After sales service on data demands

- Establish an '**after-sales**' **service** for data interpretation
- Systematically **assess** user-satisfaction
- Implement **systematic feedback** procedures allowing decision-makers to inform data suppliers of the actual follow-up of the decisions taken and the impact of the data provided

3) Contributions



<https://plus.google.com/communities/115396998224611913525?sqinv=NThiU0dVSGJhVEZiaUFyTTFOOTRfaFBIb0ZmN2IR>



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Thank you!

Questions welcome!



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