

## Results of the IMSMA survey

The IMSMA Development and Integration team performed a survey in order to receive feedback on the following points from the users of the IMSMA Field Module and from operational mine action centers using non-IMSMA systems:

- a) The quality of the IMSMA Field Module.
- b) User satisfaction with the services provided by the FSK/ETHZ in support of the Field Module.
- c) The priority of envisaged future development steps for the Field Module.
- d) Information on the IT environment where the Field Module is used to be able to provide better support.
- e) Information on possible restrictions for releasing mine action data in a country.
- f)

The survey questionnaire can be requested at [imsma@sipo.gess.ethz.ch](mailto:imsma@sipo.gess.ethz.ch).

For the purpose of this feedback to the interested IMSMA user community, the results for point a), b) and c) are discussed.

A total of 14 responses to the survey were received. Of these, users of the IMSMA Field Module submitted 9 while the other 5 were submitted by organizations involved in the mine action process (e.g. MACs not using the Field Module or organizations that execute surveys). Only answers from users of the Field Module were counted for the feedback on the quality of the IMSMA Field Module software and services. Feedback from all organizations was analyzed for the prioritization of possible future IMSMA functionality.

### Feedback on the quality of the IMSMA Field Module software and services

The quality of the IMSMA Field Module software and support (remote and on-site) as well as on-site installation is rated generally as very good or good. The feedback indicates that the database component is judged to be of somewhat higher quality than the GIS component. The quality of the documentation is rated largely as very good or good, but about 20% of the users rate it only as usable. The support website received the lowest rating, with about 20% of respondents reporting it as “unusable”. The answers to all the questions are available in the table 1 on the following page.

While some of the feedback will need further analysis and follow-up with the users to get more precise information (e.g. comments indicate that some respondents replied “unusable” when a service was not used and not necessarily to report that a service is unusable), it is foreseen that the following actions will be taken:

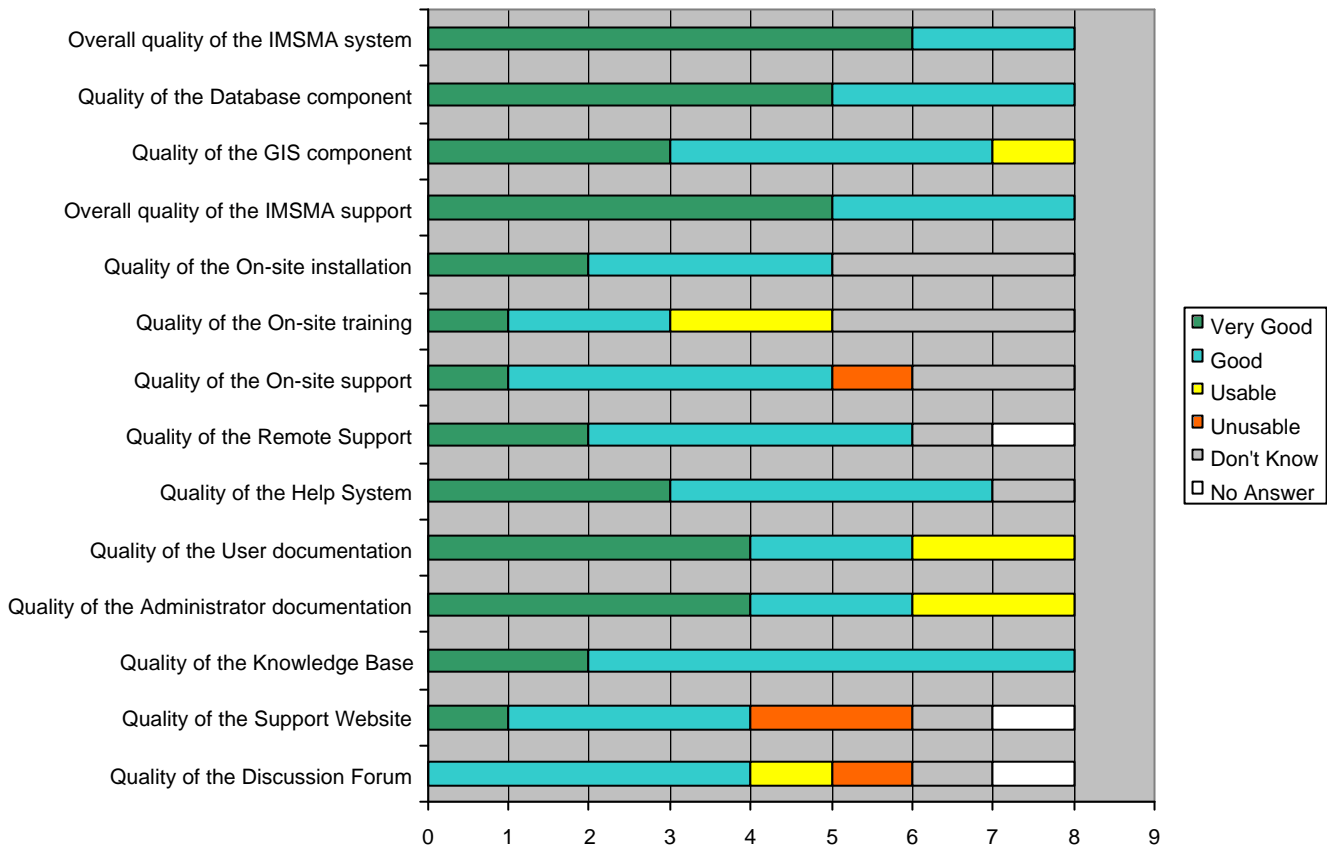
- ❑ Complete redesign of the support website. A new version of the website is currently in development to offer a better support and to accelerate the access to the information.
- ❑ Re-work of the user and administrator documentation. This will include additional proofreading and, if necessary, reformulation for increased readability.
- ❑ Advance preparation for on-site training. We will be discussing if the integration team should make training material and pre-tests available so that trainees may begin preparations prior to the on-site training.

In addition to these foreseen activities, the GIS component of the Field Module has already been completely reworked within the new version 2.2. With the improved usability and

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stability, we are positive that many of the current concerns have been already eliminated. In order to verify this, we expect to perform these surveys on a regular basis (e.g. once a year).

**Table 1: Feedback on the Quality of IMSMA Software and Services**



**Feedback on prioritization of possible future Field Module development**

The feedback on the importance of possible future development steps indicates that increased compliance to IMAS and a tool to assess progress of mine action activities are regarded as most important. The graph on the following page shows all results of the 14 submitted surveys. The order of the results displays a relatively crude attempt to represent the overall importance of the topic to the MACs. This sorting is the result of a weighting of the relative overall importance of a topic with the following weights:

Answer	Weight
Very important	4
Somewhat important	3
Not very important	2
Not important at all	1
No answer	0

The answers to this survey do not directly indicate what future development steps will be performed but should influence the decision making process.

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**Table 2: Prioritization of possible future FM development**

