IPM 2.1 – Functional Overview

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IPM 2.1 – Topics

- What is IPM?
- IPM features…
- IPM Modules
- Types of questions and Question properties
- IPM Questionnaire workflow
- Applications – EC Environment
- IPM production figures and usage
- Technical architecture
- Future enhancements
What is IPM?

- IPM = Interactive Policy Making
- A tailor-made online questionnaire management system
- Web-based application
- Allows for the creation, the launch of online questionnaires, and the subsequent analysis of results
- Available in 23 languages
IPM features…

- Tree-view interface to build the questionnaire
- Management of translations through XML spreadsheets files
- Access to results in real time
- Automatic count of replies (for closed questions)
- Built-in search engine to filter the responses (by country, etc)
- Export mechanism
IPM Modules

- **Form Generator**: creation of online questionnaires
- **Form Runner**: collect replies from the public
- **Form Viewer**: results of online questionnaires
- **Form Administration**
- **Upload of translations**
Types of questions

- Single choice questions (radio buttons, drop-down lists)
- Multiple choice questions (check boxes, list boxes)
- Open questions (free text, numeric data, dates, etc)
- Matrix questions
- Ranking questions
Question properties

- Compulsory/optional
- Numerical constraints (max nb of char, min/max number, etc)
- Customisable layout for radio buttons / check boxes
- Help text
- Dependencies between questions
IPM Questionnaire workflow

- Step 1: Design the survey
Step 2: Test the survey
● Step 3: Translate the survey
Step 4: Launch the survey

Claims representatives

1. Have you ever had a road traffic accident outside your Member State of residence and suffered injuries or property damage as a visiting victim?
   - Yes
   - No

2. Were you aware of the existence in your home Member State of a claims representative of the insurance company that insured the person who caused the accident?
   - Yes
   - No

3. If yes, how were you informed?
   - By your insurer
   - By your lawyer
   - By the press
   - Over the Internet
   - By any other means, please describe how

4. Have you ever had to settle a claim in your Member State via a claims representative of the person who caused the accident?
   - Yes
   - No

5. Have you already experienced a settlement of a similar claim abroad with the insurer of the person who caused the accident?
   - Yes
   - No
Step 5: Analyse results

Claims representatives

1) Have you ever had a road traffic accident outside your Member State of residence and suffered injuries or property damage as a visiting victim? (single choice reply - compulsory)

- Yes: 57
- No: 144

2) Were you aware of the existence in your home Member State of a claims representative of the insurance company that insured the person who caused the accident? (single choice reply - optional)

- Yes: 27
- No: 27

3) Have you ever had to settle a claim in your Member State via a claims representative of the person who caused the accident? (single choice reply - optional)

- Yes: 32
- No: 22

4) Have you already experienced a settlement of a similar claim abroad with the insurer of the person who caused the accident? (single choice reply - optional)

- Yes: 24
- No: 57
Applications – EC Environment

- Public consultation – Your Voice in Europe
- Targeted stakeholders’ consultation
- Website satisfaction survey
- Registration for events (conferences, etc)
- Data collection (Member States → EC)
- Staff satisfaction surveys
- European Business Test Panel
- SME Feedback
IPM production figures

- Launched in 2001
- 450 surveys/questionnaires (2004-2007)
- 480,000 replies collected
- 38 Commission DGs and Services
- 250 « form managers »
IPM usage (nb of questionnaires)
IPM usage (nb of questionnaires)
Technical architecture - OSS version

- Mozilla Firefox
- Tomcat, Servlet, JSP engine
  - Cocoon 2
  - JBC-XML
- MySQL 5
## Technical architecture

<table>
<thead>
<tr>
<th>Software Function</th>
<th>OSS</th>
<th>Commercial</th>
</tr>
</thead>
<tbody>
<tr>
<td>Web server</td>
<td>Apache HTTP</td>
<td>IPLANEET</td>
</tr>
<tr>
<td>Servlet/JSP</td>
<td>Apache Tomcat 4</td>
<td>BEA Weblogic 8</td>
</tr>
<tr>
<td>Directory</td>
<td>Open LDAP</td>
<td>SUN Directory service</td>
</tr>
<tr>
<td>Browser</td>
<td>Firefox</td>
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<tr>
<td>XML facilities</td>
<td>JDBC-XML</td>
<td>OracleXML</td>
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<tr>
<td>Publishing framework</td>
<td>Cocoon 2</td>
<td>Cocoon 2</td>
</tr>
<tr>
<td>Operating System</td>
<td>Linux</td>
<td>Windows,Solaris</td>
</tr>
<tr>
<td>DB</td>
<td>MySQL 5</td>
<td>Oracle 9i</td>
</tr>
</tbody>
</table>
Future enhancements

- Attached files
- Anonymity while user authentication
- Enhancement of display and calculation of percentages
- Compliance with WAI guidelines
- Numerical matrixes etc
Links

- IPM: http://ec.europa.eu/yourvoice/ipm
- Your Voice in Europe: http://ec.europa.eu/yourvoice/

IPM Community: feedback and mutual support
Apply for membership at
http://circa.europa.eu/Members/irc/di/egisdist/home?contact_info

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