

FTTF Work Paper for Developing the Interoperability Survey

- Do we want an individual or a company profile? There are various aspects to each. (We should ask the respondent how many workstations he is responding for, and perhaps also if it is for an entire organization.)
- Paper or electronic survey?
- Opening remarks and instructions
- Who and how will the survey be distributed and collected?
- Items to ascertain about the Client
 - Hardware
 - Age of computer? ___ <1 year ___ 1 to 2 years ___ > 2 years
 - Processor speed
 - Amount of memory
 - Modem speed
 - How do they connect to the Internet
 - Who is the primary ISP?
 - If applicable, who is the backup ISP?
 - What type of connection speed is typical (if dial-up)
 - Laptop or Desktop
 - Monitor Size
 - Monitor maximum resolution (we may want to indicate how to discover this)
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 - Software
 - Which browser is stalled Netscape, IE, or both
 - Version of each installed browser (if multiple responses, can give numbers for each)
 - Are there company policies on browsers and versions used?
 - Is a particular browser or plug-in version required for other reasons?
 - What plug-ins are installed?
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 - Usage
 - How many Customer Activity Websites do you access?
 - How often?
 - How many concurrently?
 - How many CAWS users at your site?
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 - What EDI/EDM info should we gather?
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- Items to ascertain about the Server
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