

9 June

- Is the workshop usefull? Yes
- Frequency? One every two/three years
- Location? ESTEC, Belgium
- Catching user requirements
 - SPENVIS FORUM
 - Feedback (including negative statement)
 - More pro-active interaction with users
 - News letter, margin for rapid response
 - SPENVIS BugTracker
 - Tutorial walk through the system
 - Workshop session for « new users »
- Reaching engineer community where they meet
- CRÈME-MC

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- Attracting SSA users through a common portal (3 segments)
- SSA CRD (Customer Requirement Doc.)
- <http://www.esa.int/esaMI/SSA/index.html>
- Spacecraft location viewer
- Presentations on SPENVIS web site