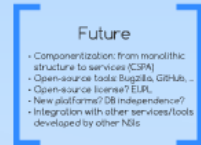
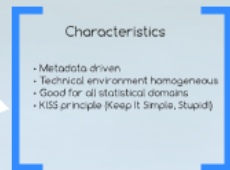


IST: past and future



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- Start from scratch: no legacy
- Database driven
- Strong sponsorship by management
- Technical skills available

Characteristics

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- Technical environment homogeneous
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- KISS principle (Keep It Simple, Stupid!)

Recent developments

- Regional distribution
- Integration with new techniques (Call center, CATI, CAWI ...)
- Standards compliant (GSIM)

Future

- Componentization: from monolithic structure to services (CSPA)
- Open-source tools: Bugzilla, GitHub, ...
- Open-source license? EUPL
- New platforms? DB independence?
- Integration with other services/tools developed by other NSIs

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