7.5 Manage user support

This sub-process ensures that user queries and requests for services such as immediate access are recorded, and that responses are provided within agreed deadlines. These queries and requests should be regularly reviewed to provide an input to the overarching quality management process, as they can indicate new or changing user needs. Replies to user requests can also be used to populate a knowledge database or a Frequently Asked Questions page, that is made publicly available, thus reducing the burden of responding to repeated and/or similar requests from external users. This sub-process also includes managing support to any partner organisations involved in disseminating the product.

Quality Indicators:
- User satisfaction index
- Length of time since most recent user satisfaction survey
- The percentage of unusual user needs
- Time since last user consultation, in terms of years or months
- Availability of an information service or a call centre to users to answer queries about data and metadata issues

For details, see Quality Indicators for GSEPM (version 2.0)