

## Memorandum

### Issues concerning data material to be used in supplementary consultation of watercourses

1. The general problem is that consultants and farmers cannot use the system in periods where they would normally do so (daytime), - see the observations below.
2. The GIS system made available in connection with the supplementary consultation is limited in relation to getting an overview. This problem also makes it difficult for the advisory system to contact the land owners affected by the changes. We therefore request to be given access to download all themes for the purpose of using them in our own GIS system (MAP inform format). With this, we will be able to pass on the information to the group affected instead of to all land owners who will then log-in, thus increasing the pressure on the system. A fast response is needed in this respect as the advisory centres are already sending out text messages to all members (LandboNord is for instance doing so this morning).

### Observations in respect of waiting times and problems with the maps to the supplementary consultation

#### Friday evening, 2 Dec:

The maps worked reasonably well part of the evening.

At some point, they crashed, however. A call was made to the telephone number stated in the system, but the call was not answered.

#### Saturday, 3 Dec:

There were problems most of the time that day. However, for brief moments they suddenly worked again in order then to crash once more.

Once in a while, a general error message appeared, informing about a system breakdown.

#### Sunday, 4 Dec:

Received the following reply from the Ministry's information centre:

"Dear Irene Asta Wiborg.

There were a number of problems with the map yesterday, Saturday, but they should be solved now. However, we are aware that the website is very slow and we are working at high pressure to solve the problem. The hotline is open every day from 9am-4pm in the consultation period. The phone no. is 70120211.

Yours sincerely Carina Sparre Lippert"

#### Response time logs:

4pm initiating the first map 5-10 minutes

5pm initiating the first map 5 minutes

5pm historical map – 25 minutes unsuccessful

7:42pm initiating first map 20 minutes unsuccessful

8pm initiating first map 5 minutes

9:15pm historical maps unavailable  
23pm running at high speed and completely satisfactorily

**Monday, 5 Dec**

System works well at 8.30am  
15 minutes later it is very slow again.