

### The SUREURO Information System

The information system is an information retrieval system to support decision making in each phase of the Refurbish Management and Process Protocol.

All information material produced by SUREURO is incorporated in this computerised management information system, using an advanced Internet and web technology to enable housing companies to execute a refurbishment project in a sustainable way.

The main option for retrieval of information is by process stage using the Conceptual Process Model. The model actually follows the development and execution of a refurbishment project by a housing company.

A hierarchy is used and all SUREURO tools are classified accordingly for easy access from the home page.

The screenshot shows the SUREURO Information System interface. At the top, there is a navigation bar with buttons for 'HOME', 'ABOUT', 'CONTACT', 'FAQ', 'SUPPORT', 'TOOLS & RESOURCES', and 'SITE MAP'. Below this, the main content area is titled 'SUREURO Tools & Resources' and is divided into two main sections: 'Management of a housing company' and 'Management of a refurbishment project'. Each section contains a list of documents with 'download' links and checkboxes. A 'Process stage' diagram is overlaid on the top left, showing a hierarchy from 'Process stage' to 'Topics' to 'Key decision within topic' to 'Tool(s)'. A 'Menu bar' is also visible. A 'Topics to consider' box lists: 'e.g. Portfolio management; technical solutions; Tenants involvement; Sustainability issues;'. A 'How to ...' box is also present. A 'Supporting tool & short description' box is also visible. Below the screenshot, a table shows the relationship between topics, key decisions, and tools.

TOPIC	Key decisions	Tools
Issues to consider	How to integrate sustainability in decision making	Checklist Design
Technical solutions (environment)	How to select and evaluate possible technical solutions	Technical Systems Toolbox
Technical solutions	Inspiring examples	Database of examples
Tenants involvement	How to co-operate with tenants	Guideline
Assessment of cost/benefit of alternatives	How to assess costs and benefits of alternative designs	Simulation model
Sustainability Performance	How to assess sustainability performance of a project	SOI

Next to this decision oriented retrieval function a so-called site map is developed offering direct access to the tools developed.

The site map also includes an indication of the main users of a specific tool and the process stage in which the tool can be applied.

In total the Information System will give access to twenty specific tools developed by the SUREURO team.

The whole system is web enabled. Retrieval of information will be:

- By downloading;
- By consultation on the screen;
- In some cases interactive.