

European Organisation for Prisons and Correctional Services

About Knowledge Management System (KMS)

KMS supports inter-agency collaboration and comes in the aid of the European Prison Administrations which want to relay a query within the wider European network. It allows organisations to contact EuroPris with a query or request for information.

EuroPris will then send a note across its network to ask for responses to these by a specific date. Respondees will have access to all responses and can collate the information as applicable to them.



How do I send a query?

Before formulating the query, think about:

- What information is necessary? Separate "need to know" from "nice to know" information.
- At the end what data do you need to have?

When formulating the query:

- ✓ Put yourself in the shoes of the one answering the questions;
- ✓ Questions must be clear and specific;
- ✓ Questions must be restricted to one topic only;
- ✓ Provide definitions for terms so that the questions are interpreted in the same way by all respondees;
- ✓ Avoid abbreviations and jargon, if they must be used, clearly define them;
- ✓ Avoid long and complex questions;
- ✓ Ask for only one piece of information at a time;
- ✓ The questions can be formulated as Yes/No questions or as open-ended questions;
- ✓ Keep it short - As a general rule, keep your survey short, simple, and to the point. Try to limit your number of questions to 5.

After formulating your query

Contact Rodica Popa, the EuroPris Office Manager (rodicapopa@europriis.org), with the request of information and provide a deadline for receiving the answers.

Bear in mind that a longer deadline ensures more responses.