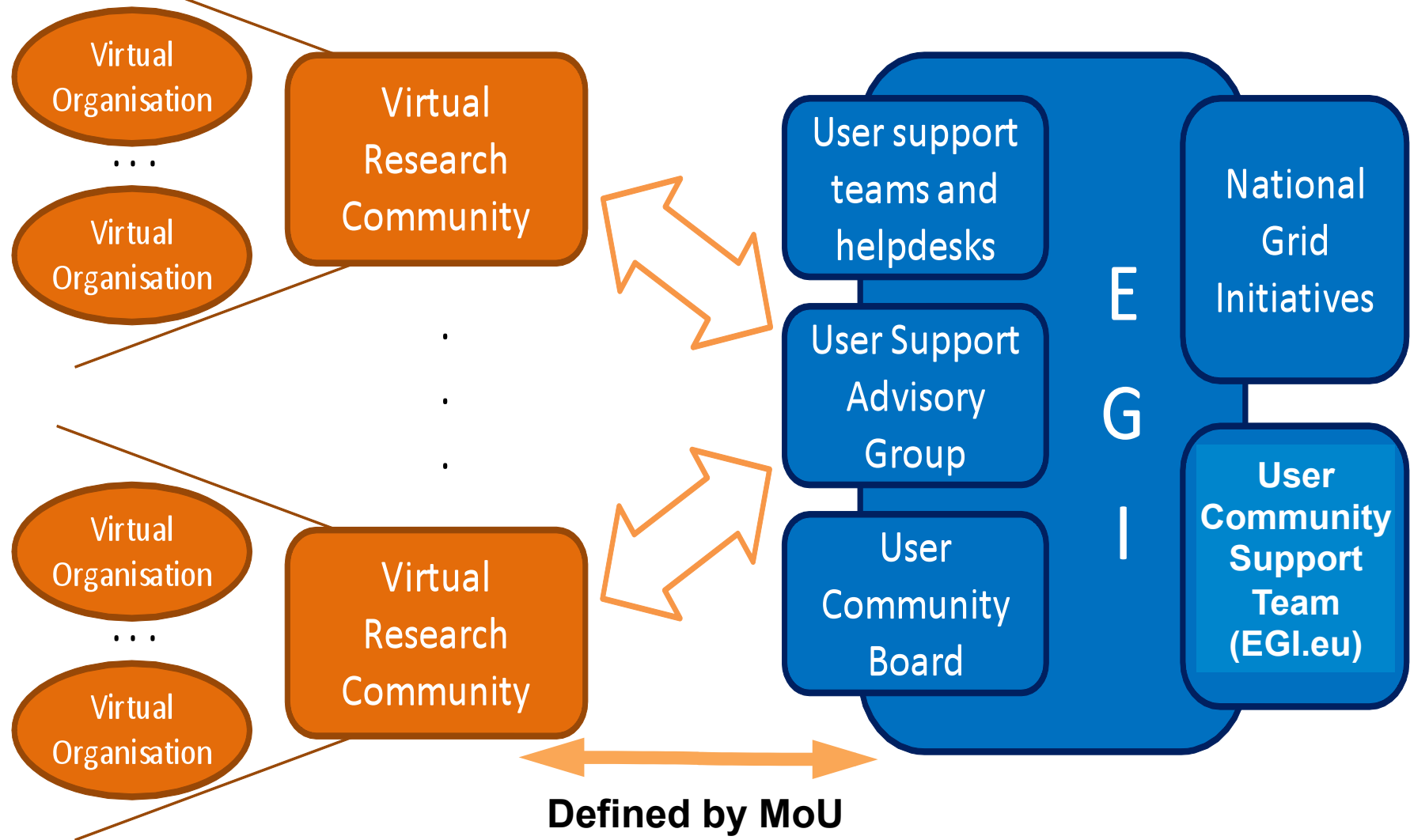


NA3 - Requirements

Steve Brewer
Chief Community Officer, EGI.eu

- Enable (and cultivate) a human network
 - Researchers in International Collaborations
 - National Research Collaborations through the NGI
 - Scale up from the single VO to a community
- Provide a federated Helpdesk linking:
 - Human and Technical services (e.g. Training)
 - Discipline specific support (e.g. Bio Apps)
 - Operation teams in the resource centres

An Evolving Relationship



- Training Events
 - Calendar of training events available to all infrastructure providers and technologies.
- Training Repository
 - Central point for the training material from EGI community
- Applications Database
 - A catalogue of all applications that have been ported or are being ported within the infrastructure
- VO Services
 - To help build the collaborations within your community
 - VOMS
 - VO database & registration services
 - Basic portals
 - VO Dashboards

A Virtuous User Cycle

Aka: "the chicken and egg conundrum..."

Feedback through
VRCs in the User
Community Board

Discover

Where is the community?

- VRCs
- Mailing lists
- Workshops
- Forums
- Blogs
- Projects
- Sharing stories
- Collaborating



User Services
Advisory Group to
drive detailed design

Design

How can I contribute?

- Applications
- Data collections
- Requirements
- Proposals
- Projects
- Success stories



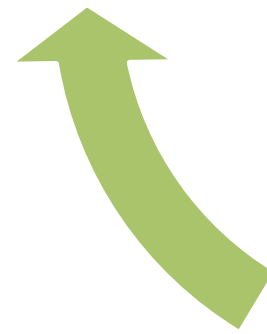
Deliver

Integrated Services

- Human
- Technical
- Infrastructure

How do I use these resources?

- Attend training courses
- Utilise training material
- Access data
- Run applications on the grid

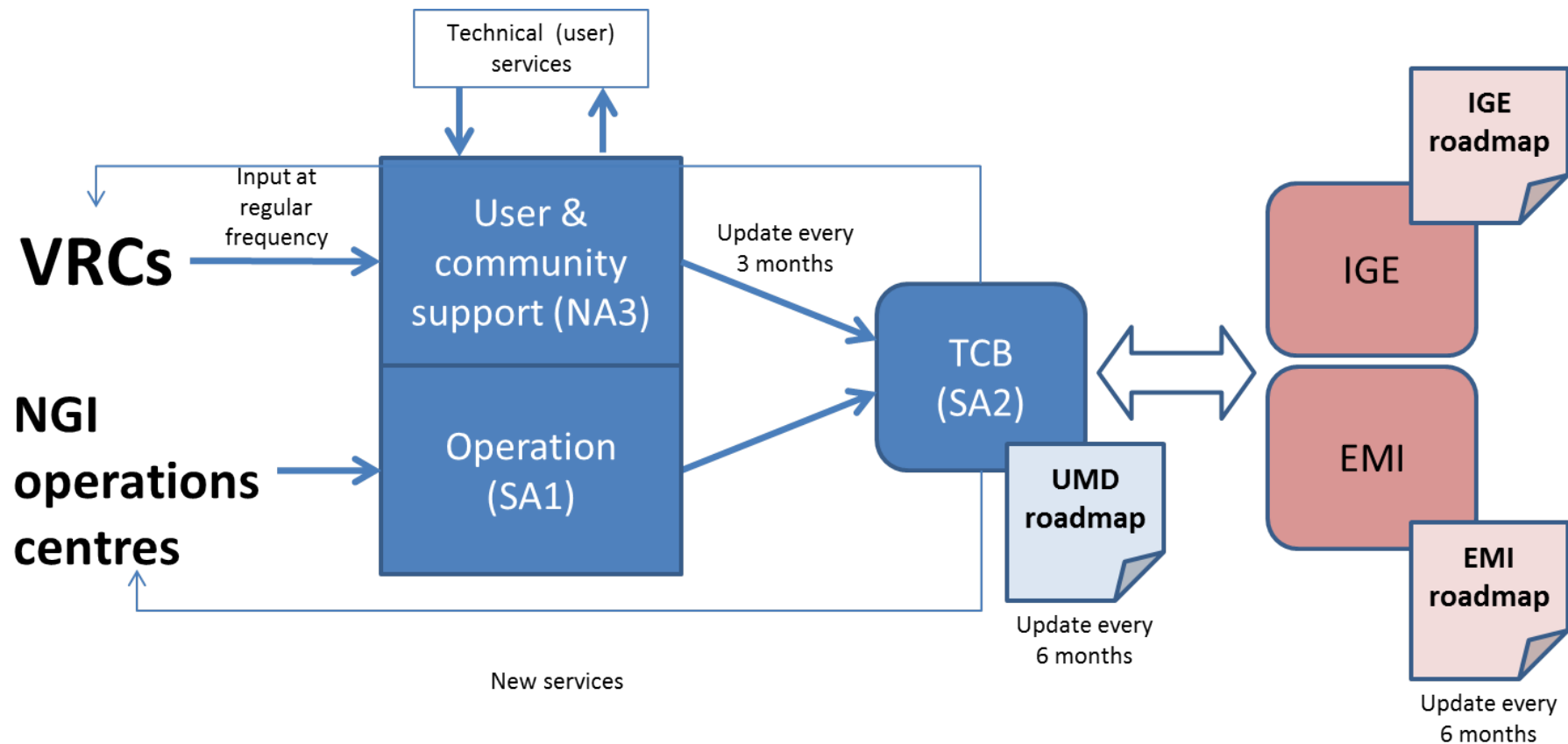


Requirements - legacy sources:

- The EGI Design Study:
<http://web.eu-egi.eu/>
- EEF: The European e-Infrastructure Forum:
<http://www.einfrastructure-forum.eu/>
- The ESFRI preparatory phase projects
- HealthGrid: SHARE roadmap

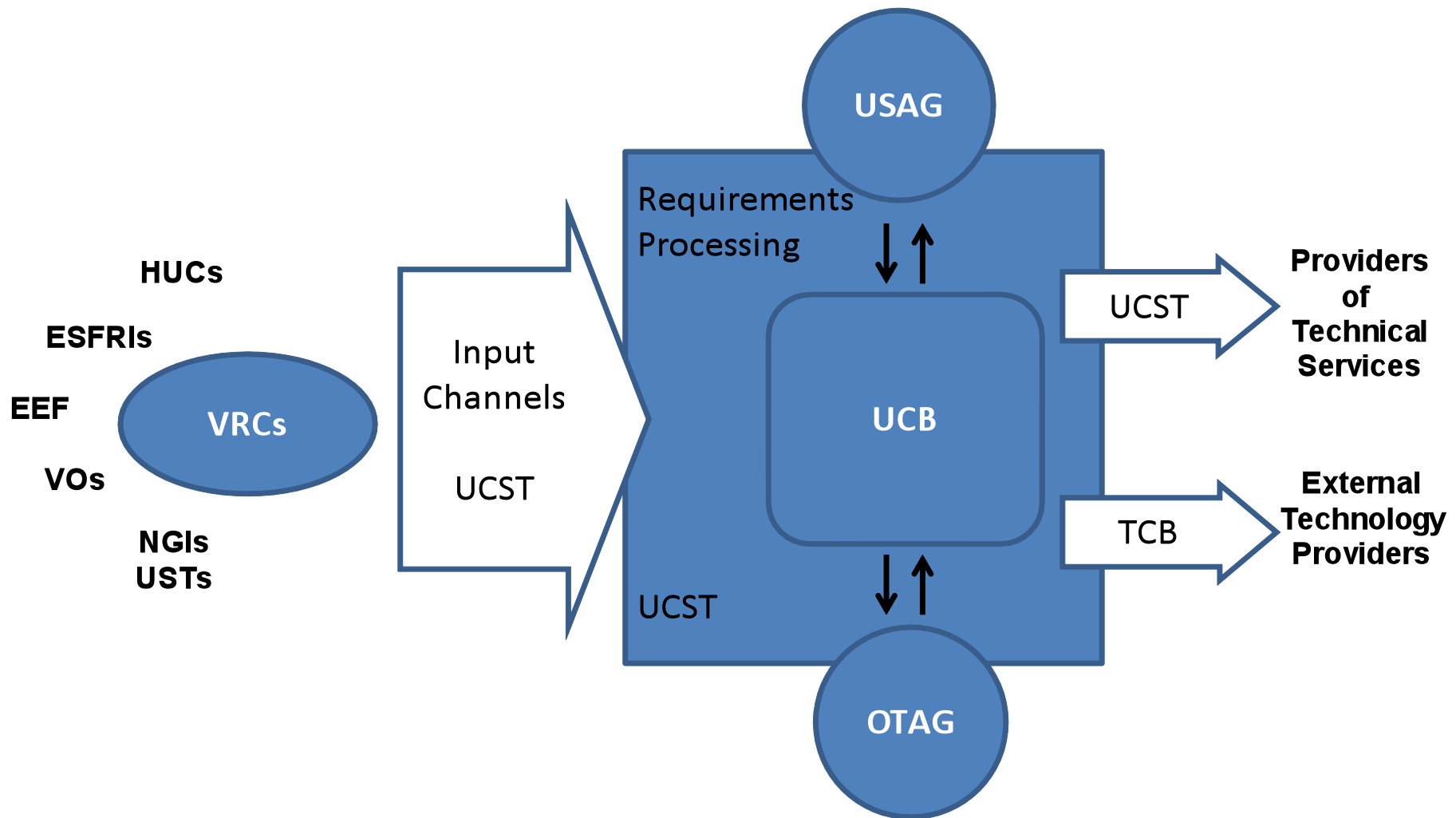
EEF final report; ESFRI Roadmap projects:

- Single sign-on
- Virtual Organisations
- Persistent storage
- User Support
- Training and consultancy
- Web-service interfaces
- Workflows
- Global scope
- Integration with cloud systems and volunteer desk-top systems



Feedback and recommendations gathering process

Requirements process



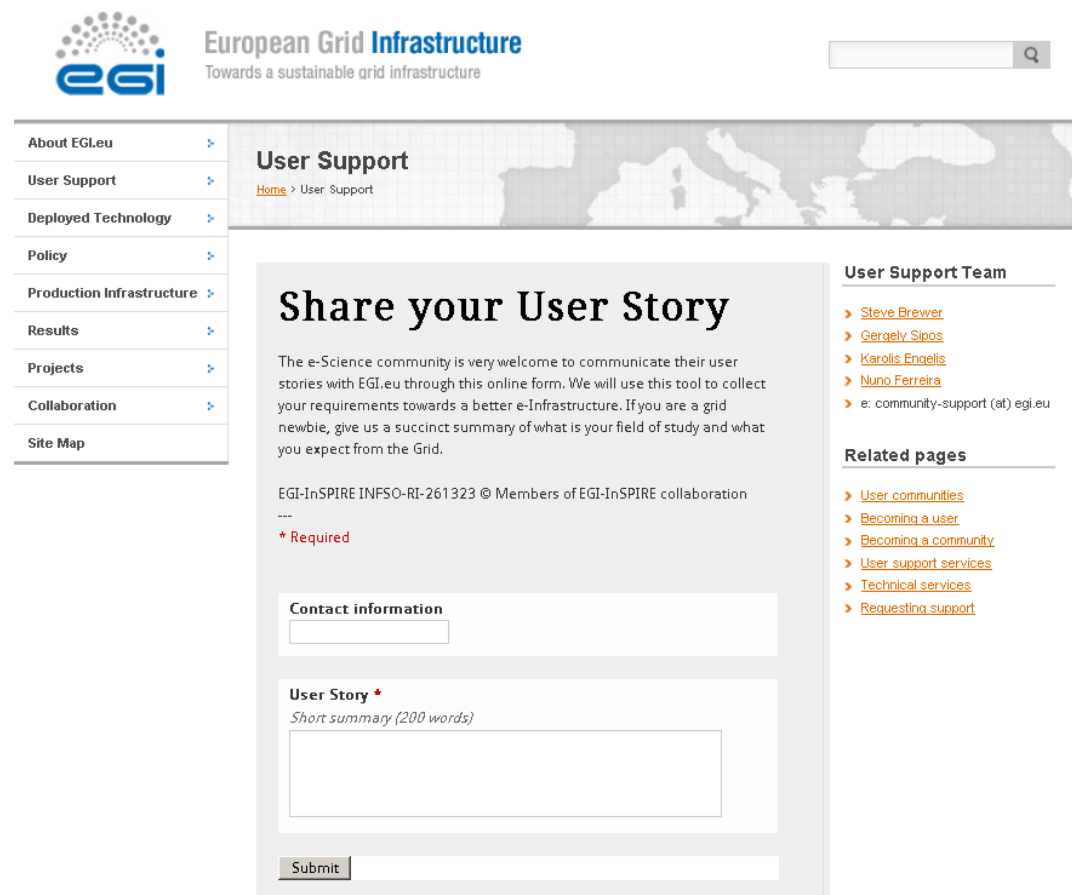
Collecting and processing requirements and recommendations from users

Multiple input channels:

- Surveys
- Interviews
- Forms
- Workshops
- Mailing lists

A range of sources:

- VRCs
- VO Managers (initially)
- NGIs
- Help Desk
- Monitoring & metrics



The screenshot shows the EGI (European Grid Infrastructure) website's 'User Support' section. The header includes the EGI logo and the tagline 'Towards a sustainable grid infrastructure'. A search bar is located in the top right. The left sidebar contains a navigation menu with links to 'About EGI.eu', 'User Support', 'Deployed Technology', 'Policy', 'Production Infrastructure', 'Results', 'Projects', 'Collaboration', and 'Site Map'. The main content area is titled 'User Support' and features a 'Share your User Story' form. The form includes a text area for a 'Short summary (200 words)' and a 'Submit' button. To the right of the form, there is a 'User Support Team' section with links to team members and a 'Related pages' section with links to various support resources.

European Grid Infrastructure
Towards a sustainable grid infrastructure

Search

About EGI.eu
User Support
Deployed Technology
Policy
Production Infrastructure
Results
Projects
Collaboration
Site Map

User Support

Home > User Support

Share your User Story

The e-Science community is very welcome to communicate their user stories with EGI.eu through this online form. We will use this tool to collect your requirements towards a better e-Infrastructure. If you are a grid newbie, give us a succinct summary of what is your field of study and what you expect from the Grid.

EGI-InSPIRE INFOS-RI-261323 © Members of EGI-InSPIRE collaboration

* Required

Contact information

User Story *

Short summary (200 words)

Submit

User Support Team

- > [Steve Brewer](#)
- > [Gergely Sipos](#)
- > [Karolis Engells](#)
- > [Nuno Ferreira](#)
- > [e: community-support \(at\) egi.eu](mailto:e:community-support(at)egi.eu)

Related pages

- > [User communities](#)
- > [Becoming a user](#)
- > [Becoming a community](#)
- > [User support services](#)
- > [Technical services](#)
- > [Requesting support](#)

Requirements process

Week	Activity	Material
1	Capture snap shot of requirements	Various inputs
3	Requirements “normalised”	Internal report
5	Prioritisation by UCST	Preliminary analysis added
7	Priorities discussed by USAG	External input added by USAG members
9	Issues raised discussed with communities, prioritisation revised if needed.	
11	Prioritised requirements reviewed by UCB	
12	UCB endorsed prioritised requirements published to technology development community	

Periodic cycle for requirements processing:

Project month	Event	Date
PM4	First NGI survey	October 2010
PM4	First VO survey	October 2010
PM5	First TCB meeting	October 25 th 2010
PM6	First VRC established	November 2010
PM6	First USAG meeting	November 2010
PM7	First UCB meeting	December W1 2010

Milestones to initialise requirements process