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Engaging with the long tail of science in the Netherlands

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Scientists from all disciplines turn to ICT to speed up their research. Helping these, often novice, users through a centralised support model does not scale very well. It is therefore important to engage local research support offices at the scientific institutes to help scientists reach and use the local, national and international e-infrastructure resources. Through the Support4research program SURF is reaching out to these supporters by offering a comprehensive catalogue of services being offered, provides training in using those resources and discusses the specific needs of researchers on an institute level.

Preliminary results show that there is a need for knowledge exchange on applying e-infrastructure resources within and between institutes on both a national and international level. Furthermore, processes and mutually agreed work flows need to be put in place to streamline research support when different institutes or resource providers are involved. A lot of work still remains in the area of training as many of the support offices focus on common (non research oriented) ICT support.

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