

Engagement teleconference

9th of June, 2017, 10am

Agenda and slides: <https://indico.egi.eu/indico/event/3377/>

Attendance

- Ian Collier (UK)
- Jan Bot (NL)
- Jelena Tamulier (LT)
- Joao Pina (PT)
- Ludek Matyska (CZ)
- Genevieve Romier (FR)
- Emier Imamagic (HR)
- Luciano Gaido (IT)
- Luciano Milanese (IT)
- Gergely Sipos (chair), Sy Holsinger, Iulia Popescu, Yin Chen (note taking), Giuseppe La Rocca, Diego Scardaci (EGI)

Topics covered (See slides online in the agenda):

1. Presentation of Overview of EGI Engagement (Gergely)
 - a. 3 stages for engagement
 - b. What's the role of NILs. (Description and list <https://wiki.egi.eu/wiki/NIL>)
 - c. Snapshot of academic communities in the three stage 'engagement pipeline'
 - d. Status of business & SME engagement activities (Sy)
 - i. Following a 2-tier strategy: NGIs on local/regional level; EGI Foundation on EU level engagement and NGI -facilitation
 - ii. Webinar was recently held: How to engage SMEs for NGIs, 31 May 2017, slides available at <https://indico.egi.eu/indico/event/3373/>
 - iii. Focus on pilot project: try e-Infra, run application
 - e. New types of resources for NILs to be successful in Engagement
 - f. Summary of Engagement-related sessions from the EGI-INDIGO conference
2. Technical updates
 - a. Updates of EGI Technical roadmaps (Diego)
 - i. 4 TCBs started recently to coordinate requirements, and define technical roadmaps: AAI, Cloud, Data, Core
 - ii. TCB AAI
 1. Objectives
 2. CheckIn Service architecture
 3. Roadmap
 - iii. TCB Cloud
 1. Objectives
 2. EGI FedCloud Architecture
 3. Roadmap
 - iv. TCB Data
 1. Objective
 2. Access workflow of Open Data Platform
 3. DataHub features, benefits, bring data to computing, future collaboration with EUDAT
 4. Roadmap
 - v. Core and Collaborative Services TCB
 1. Objective
 - vi. References and links
 - vii. Q&A:

Ludek: for future presentations suggest add mapping of technology activities with the requirements of user communities, as well as landscape of external technologies (kind of state of the art outside of EGI)

Diego: agree, it will be extended for future.

Gergely: provide a table mapping community technology to EGI technology

Genevieve: agree with the point and it will be more and more important in EOSC. The NGIs could help in the landscape analysis.

- b. The EGI Applications on Demand service (Giuseppe): A new service proposed for EGI in order to compensate for the loss of catch-all services and VOs in several countries, and to provide a single platform where the NGIs with new applications and VREs can promote for foreign users.
 - i. Motivations for proposing this new service
 - ii. Architecture
 - iii. User request statistics
 - iv. Detailed introductory Webinar (recording available)
<https://indico.egi.eu/indico/event/3378/>
 - v. Discussion

Jan: want to know who requested the service in NL

Luciano: also want to know who they are in IT

Gergely: Who should be the contact point in the NGIs who we can involve when requests come in from the long-tail? The NIL? The User support Team? Council rep?

Jan: Formalizing this for all the NGIs would be useful and needed.

Gergely: Let's come back to this in the Discussion

3. Gergely mentioned recent and upcoming events (training events; Workshops, Conferences, Webinars)

4. Discussion

- a. How to handle service orders (requests in the Applications On Demand service are 'just' service orders). But we receive 2-3 requests each week through the EGI Service Portfolio website. We always try to involve someone from the local NGI. But it's not easy all the time. Who could the NGIs delegate as contact point for service orders?

Luciano: the important is to understand what is the business model? Who is willing to provide the resource on what conditions? the evolution of NGIs should also be considered, and the presentation of NGIs. The EOSC also brings changes here.

Jan: agree it in a long term, for the moment, a number of small requests can and have to be handled now.

Genevieve: it's not opportunities for NGIs, since users come to EGI, but need NGIs to support.

Jan: same situation in NL, In NL NGI when requests come, it goes back to institutions. Similar model can be used by EGI

Giuseppe: a real example: one request from IT, original supported by IT NGI, but the local support become unavailable

Luciano: please forward me the details.

Emir: I think GOCDB specifies an NGI user support email address, and maybe the NGI OLAs specify responsibilities. Maybe that OLA can be used/extended?

ACTION: Gergely to check whether the NGI OLA includes section that covers Service Orders.

Luciano: need to review all mailing list and understand the goal of these mailing list, and can change the scope of the mailing list, and define the process.

Jan: make the ticket for the NGI SU in GGUS and cc the NIL?

- b. Engagement

Luciano: raise the issue to the next council meeting about the relationship with NGIs. Need to reconsider the engagement strategy within NGIs

Gergely: a council meeting will be later of Jun. S survey is open to gather inputs from NGIs for this meeting. I'll inform the NILs about the Council meeting so they can feed any additional input through the council representatives.

5. Updates of NGIs'

- Emir (HR): plan to organize a local workshop on SaaS and DIRAC
 - Genevieve (FR): no new update since Catania. See France-Grilles slides in 'NGIs in the focus' session.
 - Ian (UK): UK doesn't have formal NGI, future heavily depends on new government.
 - Jan (NL): Recently completed arrangement with National funding agency about inclusion of ICT services in research projects. Planning to issue a 'Dos and Don'ts' brochure about this.
 - Jelena (LT): Could not update because audio connection did not work.
 - Joao (PT): national NREN is working on a common AAI for national ICT services. After this is done it will be linked to EGI.
 - Luciano (IT): discussing at national level the restructuring of Italian cloud activities, and update participation in EU projects.
 - Ludek (CZ): Signature gained from ministry for next phase of capital investment.
6. Update from EGI Communications team:
- a. DI4R 2018, Brussels, 29Nov-1Dec, <https://www.digitalinfrastructures.eu/>,
 - b. Next EGI newsletter will be focusing on EGI-Engage achievements. Suggestions for articles is welcome. Please feed this in through the WP leaders.
 - c. The team is working on several new publications: use cases (in Jun), research Infrastructure stories.

Next meeting:

- Participants agreed to aim for a bi-monthly frequency of these meetings, and have a break because of the summer.
- Gergely to open a doodle for the end of Sept/early Oct