EGI-InSPIRE

WP3: NA3 – User Community Coordination

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EGI.eu Chief Community Officer (CCO)

EGI-InSPIRE WP3: Activity Manager

Outline

- WP3 Overview (partners, objectives, metrics, role, roles)
  - TNA3.2: User & Community Support Team
  - TNA3.3: NGI User Support Teams
  - TNA3.4: Technical Services
  - TNA3.1: Activity Management
- WP3: Deliverables & Milestones
- Organisational Structure
- Virtual Research Communities (VRCs)
- Summary

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WP3 Overview: objectives

Integrates the user communities' current & future use of the infrastructure by <u>coordination</u> of:

- effective, responsive support for the EGI user communities' (VOs & VRCs) through the efforts of the national and specialist support units;

- training, documentation and technical requirements from the user communities to improve the EGI user experience and services;

- technical services to support the establishment and management of VOs.

WP3: 39 Partners involved

- EGI.EU
- UPT
- IIAP NAS RA
- JKU
- IPP-BAS
- SWITCH
- UCY
- CESNET
- KIT-G
- UCPH
- CSIC
- CSC
- CNRS

- GRENA
- GRNET
- MTA KFKI
- TCD
- IUCC
- INFN
- VU
- RENAM
- NCF
- SIGMA
- CYFRONET
- LIP
- IPB

- E-ARENA
- VR-SNIC
- ARNES
- UI SAV
- TUBITAK ULAKBIM
- STFC
- ASGC
- ASTI
- ITB
- KISTI
- NECTEC
- NUS
- UPM

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TNA3.2: User & Community Support Team

- Support for all sizes of communities:
  - Reactive: through helpdesk tickets;
  - Proactive: through VRC and other meetings;
- EGI Helpdesk:
  - "Front desk" for new users (change tools & m/ware, application porting, new VOs);
  - these passed on to NGIs & other specialists;
- Grid Winter/Summer school participation;
- Documentation: review & gap analysis;

TNA3.3: NGI User Support Teams

- NGI support teams to provide:
  - Trainers & resources for generic grid training;
- Technical experts in the NGIs able to provide:
  - consultancy for new communities;
  - advice on application porting support;
  - interaction with the application database;
- NGIs to support customised dashboards:
  - views of the resources available to VOs;
- NGIs to contribute expertise to:
  - revise the documentation as it is required.

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TNA3.4: Technical Services

- Training coord: projects & national teams:
  - database of registered trainers (all m/w);
  - advertising of planned training events;
  - "Digital library" (repository of training materials);
- Application database (registry):
  - support new and existing user communities;
  - apps. ported by NGI teams or other projects;
  - communities will see if tools already exist;
- Coord: tech. services from Ops and NGIs:
  - VOMS, VO database, registration, portals etc.

TNA3.1: Activity Management

Activity manager: Steve Brewer, CCO, EGI.eu

– D3.2 - Annual Report on EGI's User Community Services. Due: **PM11**

– Mailing lists: Inspire-na3, Ucst

- TNA3.1: Activity management:

  – Task leader: Steve Brewer, EGI.eu

- TNA3.2: User & Community Support Team

  – Task leader: Steve Brewer, EGI.eu

- TNA3.3: NGI User Support Teams

  – Task leader: Gergely Sipos, EGI.eu

- TNA3.4: Technical Services

  – Task leader: Marios Chatziaggelou, GRNET

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WP3: Deliverables & Milestones

TNA3.2/3 - User & Community Support Team/NGI

- MS301 - User Support Contacts,
  - due: **PM1** (updated **PM14**, **PM26**, **PM38**),
  - Lead: INFN (21 - Instituto Nazionale Di Fisica Nucleare, Italy),

- D3.1 - User Community Support Process,
  - Due:**PM3**,
  - Lead: CNRS (14 - Centre National de la Recherche Scietifique, France),

- MS304 - User Support Metrics
  - Due: **PM3** (Updated **PM15**, **PM27**, **PM39**),
  - Lead: MTA KFKI (18 - MTA KFKI Reszecske-es Magfizikai Kutatointezet, Hungary),

- MS305 - User Feedback and Recommendations
  - Due: **PM6** (Updated **PM18**, **PM30**, **PM42**),
  - Lead Beneficiary: EGI.eu (1),
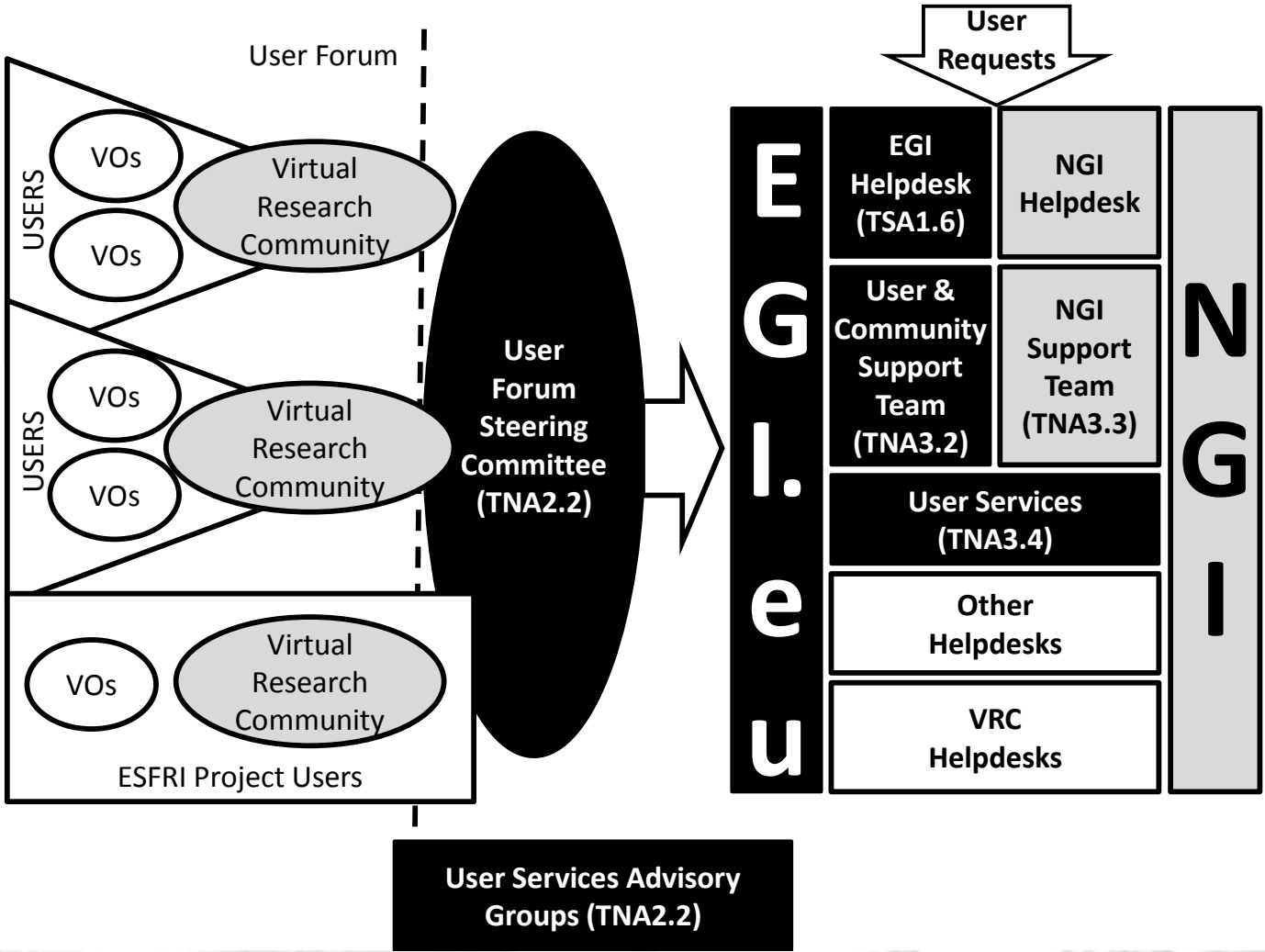
WP3: Deliverables & Milestones

TNA3.4 – Technical Services:

- Task leader: Marios Chatziaggelou, GRNET

- MS302 - Training Website,
  - Due: **PM2**,
  - Lead Beneficiary: STFC (34 - Science and Technology Facilities Council, UK),
  - Lead author: David Fergusson?

- MS303 - Ported Applications Website,
  - Due: **PM2**,
  - Lead Beneficiary: GRNET (16-Greek Research and Technology Network, SA, Greece),
  - Lead author: Marios Chatziaggelou?
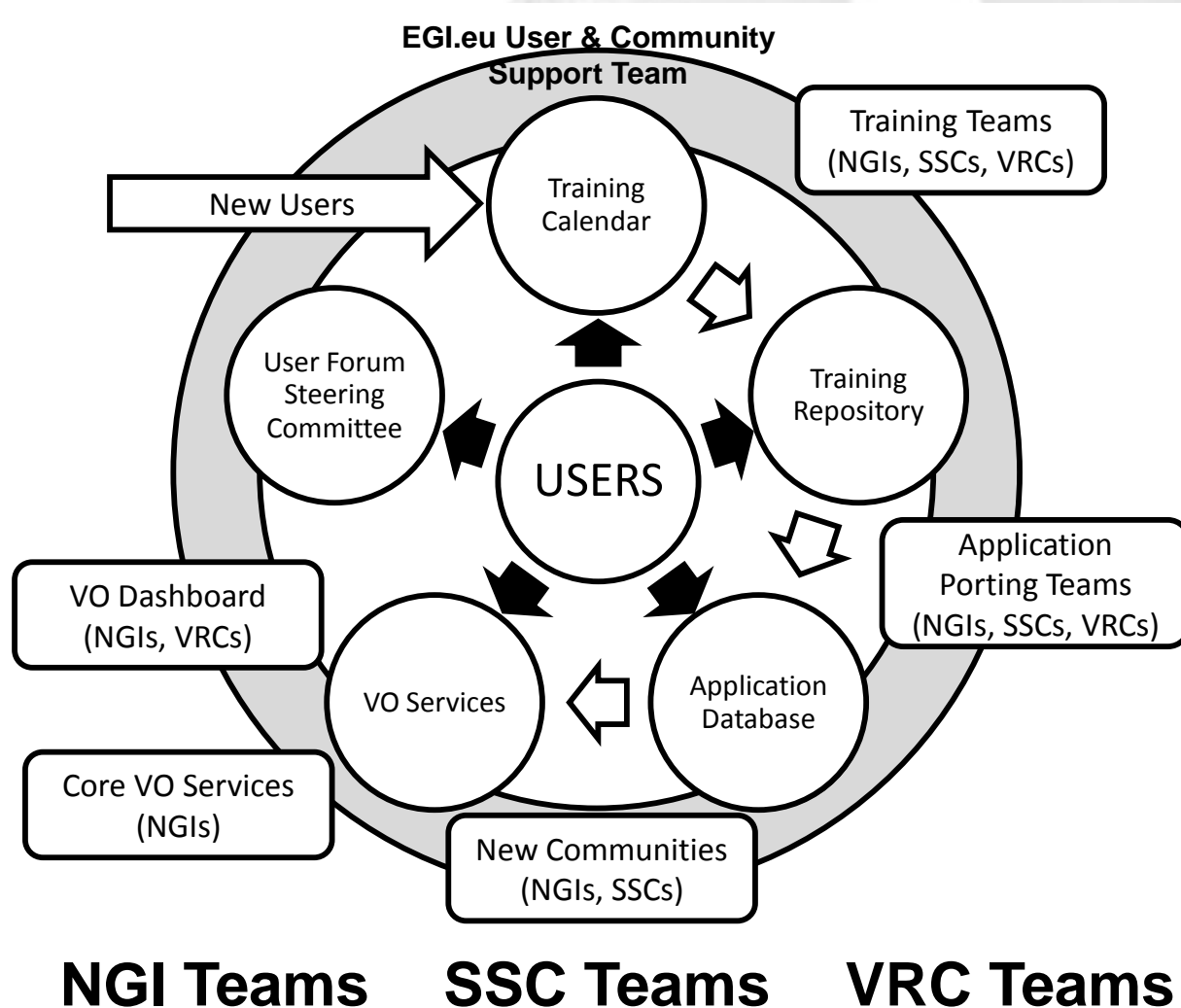
Organisational Structure

- User Community Board (UCB) provides a forum for end-users in structured user communities to shape the infrastructure for their needs:
  - defining the policies relating to their use of the infrastructure and by identifying and prioritising the requirements and issues relating to their use of EGI's production infrastructure.
  - It includes high-level representatives from structured user communities VRCs (e.g. ESRFI, WLCG), NGIs and collaborating projects

- The detailed technical discussions are delegated to the User Services Advisory Group (USAG).
  - The USAG mandate is to provide feedback on the user-facing tools and services provided to the EGI user community.
  - USAG will guide the evolution of the EGI Helpdesk and also collect broader requirements and feedback relating to the services offered through NA3
  - It will have representation from the User Forum and from the operational staff responsible for managing the EGI Helpdesk.

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Support activity within user community

Interaction of new and existing users

EGI.eu User & Community Support Team

Training Teams (NGIs, SSCs, VRCs)

New Users

Training Calendar

User Forum Steering Committee

Training Repository

USERS

Application Porting Teams (NGIs, SSCs, VRCs)

VO Dashboard (NGIs, VRCs)

VO Services

Application Database

Core VO Services (NGIs)

New Communities (NGIs, SSCs)

NGI Teams   SSC Teams   VRC Teams

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Virtual Research Communities (VRCs)

- Users within a Virtual Research Community (VRCs) will be a member of one or more Virtual Organisations (VOs) established within that community.

- The VRC is a sustainable structured grouping within a community that allows it to organise itself to provide:
    - training, dissemination, support, application porting support and representation to enable access to DCIs.
    - Examples of sustainable VRCs are the emerging ESFRI projects, the Worldwide LHC Computing Grid (WLCG) collaboration and projects funded through the FP7 VRC infrastructure call.

- It is critical that such structuring is defined and provides a clear representative contact point for consultation and communication between national research groups.
    - support and representation of smaller national VRCs may have to come through their NGI representatives within EGI.eu

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Summary

- User Community
  - 10,000 users (?), 175 VOs and VRCs emerging
  - More (efficient) usage of infrastrucure

- Impact
  - Technical and scientific impact
  - New VRCs identified:
    - **Humanities, Photon Science and Complexity Science**

- Transition: EGEE III → EGI
  - Strong legacy
  - Different world; different goals
  - Concerns: fragmentation, ESFRI projects bias, VRC