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Supporting Users of the Australian Nectar Research Cloud

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The Australian Nectar Research Cloud has developed and is operating a successful collaborative user support model across our federation, run on a lean operational budget. We operate a federated user support model that aligns with our broader service provision model of centrally standardised and coordinated services delivered as a national service through a partnership of separate organisations. Nectar Cloud user support encompasses the operation of a distributed helpdesk, development and provision of online and face to face training, continuous maintenance and development of the online user knowledge base (tier 0 support material), and user communication and engagement delivered through a number of different methods. This presentation will outline how this is achieved, the benefits of this model, the lessons we have learnt along the way and how we plan to improve the model further. Our guiding principles are to continuously improve the user's experience, strive to improve user engagement, provide users with what they need, and ultimately continue to increase the uptake and use of our services.

Type of abstract

Presentation

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