

# Community Managers networking meeting

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# Agenda



- **The Community Managers Group (CMG)**
- **The Shepherding role**
- **Lessons Learnt**
- **Contacts and link**

# The EGI Community Managers Group



EGI = Federation of e-infrastructure providers

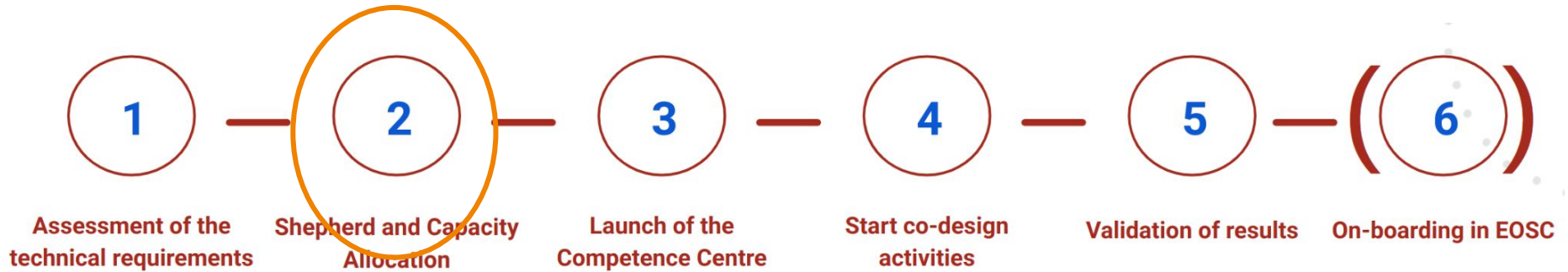
Community Managers = Nominated contact points of federated EGI members

The EGI Community Managers Group (CMG) is focused on sharing information about the following areas:

- **User Engagement,**
- **Training,**
- **Technical Support, and**
- **External Liaison**

Dedicated page in the Confluence [space](#)

# NEW since 2021: Scalable user support pipeline



## Establish Competence Centres:

- Use-case specific support groups consisting of service and resource providers, technical experts and other interested parties providing assistance for a Use Case.

# The Shepherding role



- **Organise** meetings with the main Use Case primary contact to ensure a steady progress of the Use Case development
- **Liase** with the resource and service provider(s)
- **Update** the WP3 resources allocated to support the Use Case
- **Keep** update information of the Use Case at all times in the EGI-ACE Customer database
- **Register** a follow-up action in Jira (under the EGIREQ project category) for every problem and suggestion that is raised during a meeting with the customer
- **Monitor** the progress of the integration plan on a regular basis and report during the regular meetings
- **Liase** with the Principal Investigator to register potential new services in EOSC
- **Create** a Case Study of the Use Case for the EGI-ACE Website

## COMMUNITY MANAGERS:

- Very different level of engagement depending of the country

## SHEPHERD CONCEPT:

- Scalable approach (Lot of use cases received in 9 rounds)
- Limited participation so far (few shepherds → Too many use case falls on one shepherd)
- Delays in the provisioning of resource capacity

# Contacts and link



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<b>Documents</b>	<a href="https://documents.egi.eu/public/ListBy?topicid=65">https://documents.egi.eu/public/ListBy?topicid=65</a>
<b>Shared folder</b>	<a href="https://docs.google.com/document/d/1_1Fc6k_ZxXkdWt8zFdxk45xInc4laDb2l7C_txyereg/edit?usp=sharing">https://docs.google.com/document/d/1_1Fc6k_ZxXkdWt8zFdxk45xInc4laDb2l7C_txyereg/edit?usp=sharing</a>

Indico agenda category: <https://indico.egi.eu/category/36/>

Confluence page: <https://confluence.egi.eu/pages/viewpage.action?pageId=82382404>

The Handbook for the EGI-ACE shepherds: <https://documents.egi.eu/document/3866>



# Thank you!

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