User Calls, User Support, Training, Early Adopter Program

Period 1 Review meeting, 24/05/2022

Giuseppe La Rocca
EGI-ACE T2.3 Task Leader
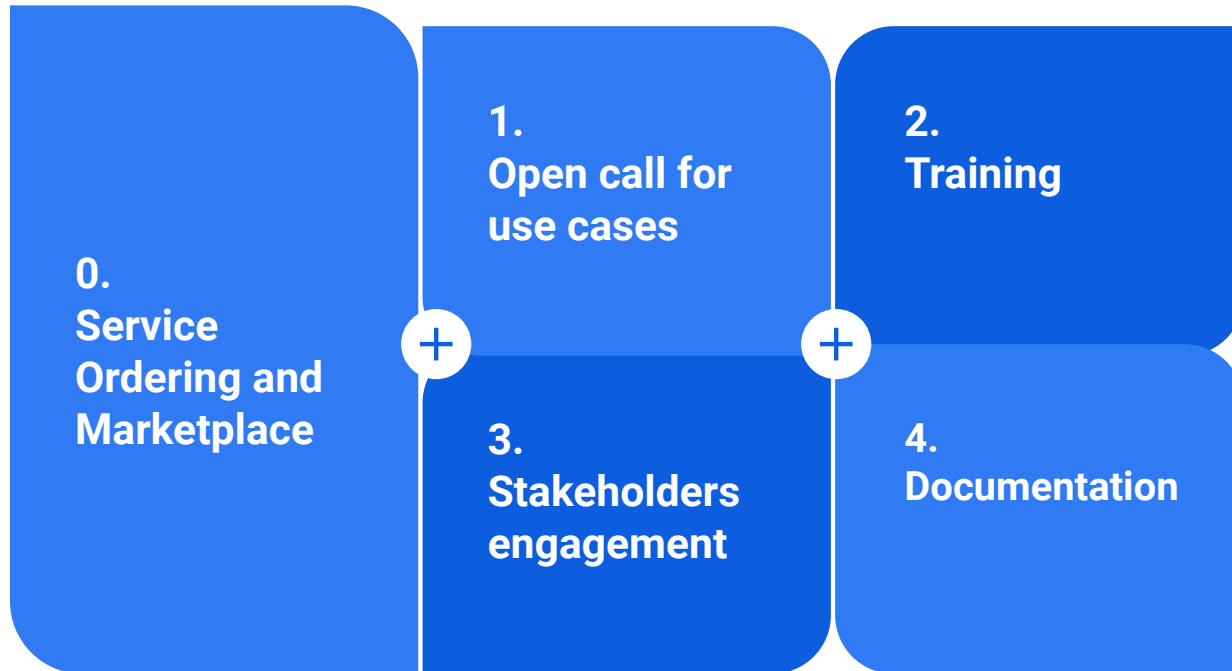Community Support Team Lead at EGI Foundation

Dissemination level: Public

Disclosing Party: Project Consortium

Recipient Party: European Commission

Motivations

- **Promote** EGI-ACE services for new users, and
- **Ensure** target stakeholders receive the proper level of support

0.
Service Ordering and Marketplace

1.
Open call for use cases

2.
Training

3.
Stakeholders engagement

4.
Documentation

37 EGI-ACE resources in the EOSC Portal and the Marketplace

EGI-ACE services use 2 access categories:

Fully Open Access	Open no limits
Open Access	Require Authentication
Order Required	Order and negotiation according to the Provider
Other order Type	Other flexible way of ordering

https://marketplace.eosc-portal.eu/services?related_platforms=52

Service Orders (M15)

Service	2021												2022			Total	
	01	02	03	04	05	06	07	08	09	10	11	12	01	02	03	Sum	Approved SO
EGI CLOUD COMPUTE	1	1	1	2	1	4	10			2	3	5	1	2	6	39	27
EGI NOTEBOOK	2	1	1	3	1	1	1			5	2		1	1	1	20	15
EGI ONLINE STORAGE									1	3	2	3		2	1	12	11
DEEP TRAINING FACILITY		2				1	1						2	1		7	7
EGI DATAHUB						1					1	2				4	4
EGI HIGH-THROUGHPUT COMPUTE									1	1			1			3	3
HADDOCK2.4 WEB PORTAL													1	2		3	3
AIIDALAB					1					1						2	2
DISVIS WEB PORTAL		2														2	2
ELASTIC CLOUD COMPUTE CLUSTER ...		1				1				1					1	4	2
Total Sum	5	6	6	8	5	8	14	1	4	14	9	11	2	9	12	114	87

Search:

CSV   Excel

The top 3 requested services in EOSC are from EGI-ACE

30% of the total EOSC orders were attracted by EGI-ACE
(87 out of 286)

https://opsportal.eosc-portal.eu/metricsEOSC/ServiceOrder/
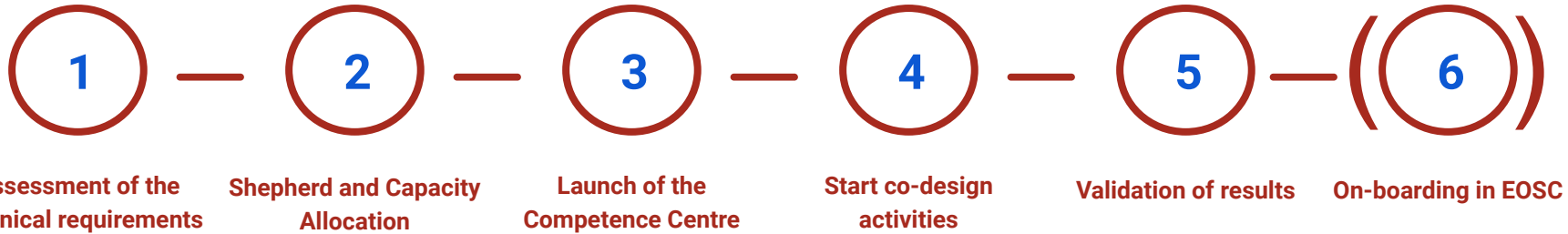
1. The EGI-ACE Open Call: Overview

Objectives:

- **Offers** access to the EOSC Compute Platform
- **Provide** dedicated consultancy, user support and training
- **Increase** the EOSC Thematic Service / Data Spaces portfolio

Marketing campaigns:

- Sent **~150** emails
  - H2020 Projects working on cloud, AI/ML and Big Data
  - ESFRI RIs and clusters

https://www.egi.eu/egi-ace-open-call/

1. The EGI-ACE Open Call: The user support pipeline

| 1 | — | 2 | — | 3 | — | 4 | — | 5 | — | ((6)) |

Assessment of the technical requirements

Shepherd and Capacity Allocation

Launch of the Competence Centre

Start co-design activities

Validation of results

On-boarding in EOSC

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.

Statistics (from the EGI-ACE Open Call):
- **6** round of selection; **29** Applications selected
- **~22** applications already integrating with the EOSC Compute Platform
- **3** new Thematic Services on-boarded in EOSC
- **14** Shepherds from **6** organizations involved
- **14** (resource) + **11** (service) providers involved in the support
- **8,864,777** million of CPU/h used

1. The EGI-ACE Open Call: Statistics

Policy making and multidisciplinary
3.4%

Social Sciences, Humanities
6.9%

Life Sciences
17.2%

Environmental Sciences
37.9%

Physics
6.9%

Astronomy, Astrophysics
3.4%

Engineering and Technology
24.1%

Total Applications: **31**
CPU/h used: **8,864,777**

1. The EGI-ACE Open Call: Statistics
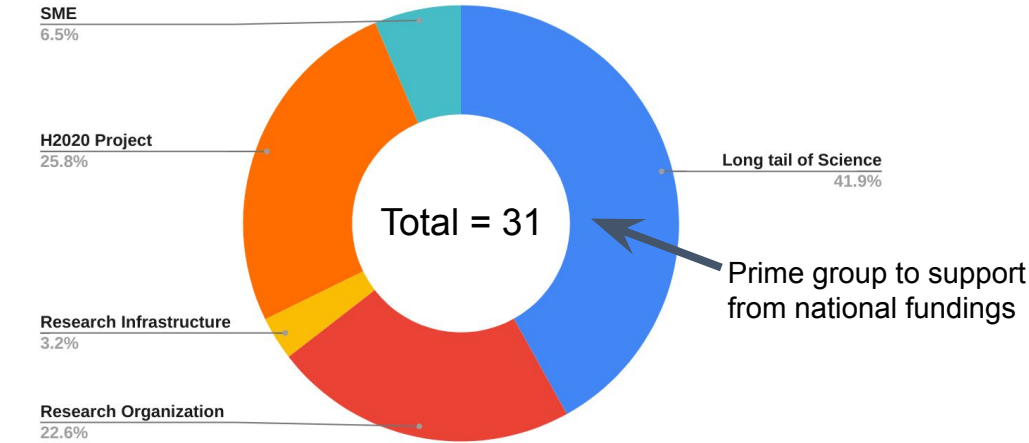
Entities distribution

Type of entities (RI, SME, H2020 projects, etc) supporting the EGI-ACE use cases applications

Entities chart:
- Long tail of Science — 41.9%
- SME — 6.5%
- H2020 Project — 25.8%
- Research Infrastructure — 3.2%
- Research Organization — 22.6%
- Total = 31
- Prime group to support from national fundings
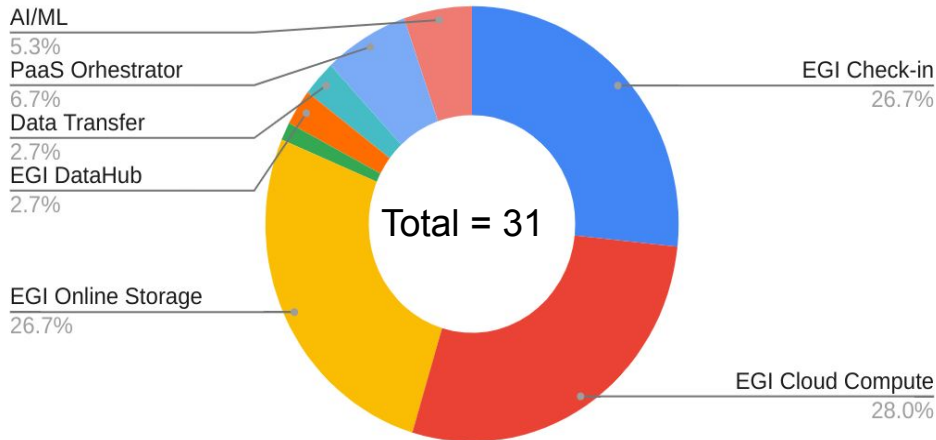
Services demanded

Distribution of the services type requested by the selected use cases applications

Services chart:
- EGI Check-in — 26.7%
- AI/ML — 5.3%
- PaaS Orhestrator — 6.7%
- Data Transfer — 2.7%
- EGI DataHub — 2.7%
- EGI Online Storage — 26.7%
- EGI Cloud Compute — 28.0%
- Total = 31

1. The EGI-ACE Open Call: Success story

The **Mobile OBservation Integration Service (MOBIS)** service to report environmental and biodiversity observations.

Impact:
- MOBIS back-end integrated in the EOSC Compute Platform
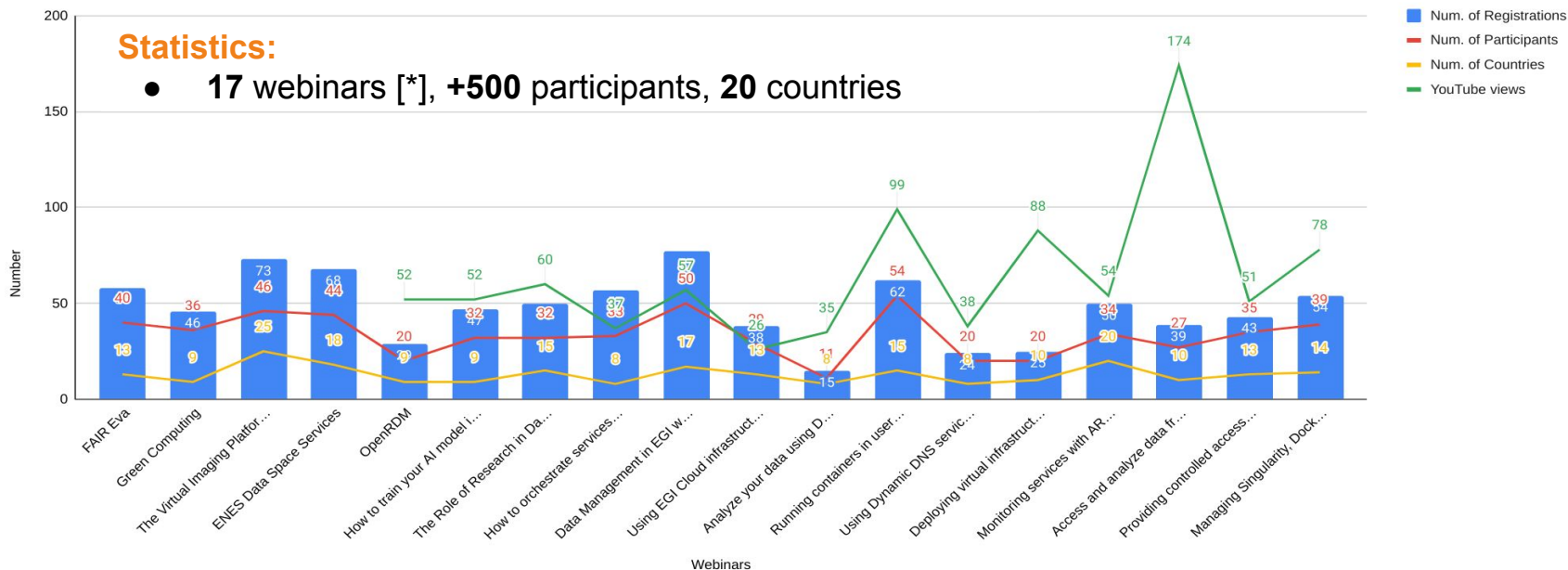- Improved service performance
- On-boarded in EOSC

- **8 vCPU cores, 32GB of RAM, 1TB of block storage**

- **364,193** Cloud CPU/h consumed (M15)

2. Webinar Programme 2021-2022

Address the needs of **researchers** and **scientific communities**, and **service operators** of the EGI-ACE Compute Platform

EGI Webinar 2021~2022: statistics

Statistics:
- **17** webinars [*], **+500** participants, **20** countries

2. EGI-ACE Community Workshop

Objective: Introduce the Data Space and Early Adopter communities, understand their plans and requirements, and define support plans.

Agenda:
- **Day, 1**:
  - Introduced the EGI-ACE Data Spaces and presented tech. requirements
- **Day, 2:**
  - Introduced the EGI-ACE Early Adopters and presented tech. Requirements
  - Set-up support teams and agreed integration roadmaps

Statistics:
- **2** days workshop
- **~40** participants

2. EOSC Compute Platform User Support Workshop

Objective: Learn about the capabilities and benefits of the EGI-ACE services

Agenda:
- **In the morning session**, covered the different areas of services of the EOSC Compute Platform:
  - Compute services; Data services, Higher-level services.
- **The afternoon session** consisted of '**use case support clinics**'
  - **3 clinic sessions:** AI/ML, Containers and Data Management

Statistics:
- **1** day workshop
- **~70** participants attended the morning session
- **~60** participants attended the clinic sessions

3. Stakeholders Engagement

One-to-one meetings for new providers: **China**, **Lithuania**, **Ireland** and **Austria**

- The **Computer Network Information Center (CNIC)** was federated in the EOSC Compute Platform.

- The integration of **Lithuania** into the EGI-ACE infrastructure via the EGI Council *is still ongoing* and waiting for final approval from the ministry.

- Start technical activities with **Ireland** in Sept. 2022 to support marine communities.

- The integration of **Austria** into the project concluded, with **TU Wien** that will establish an **Earth Observation training environment** on top of relevant EGI-ACE services.

4. Documentation

- **EOSC Compute Platform Handbook (D2.5)** → **For users**
  - Handbook for EOSC users to provide guidance on how to use the various services of the ECP
  - The Handbook reached over **80** downloads between Feb-April 2022

- **EGI-ACE Status of the SMS Processes (D7.2)** → **For providers**
  - Handbook for resource providers explaining to them the various options to join the EOSC Compute Platform

- **Handbook for the EGI-ACE shepherds** → **For supporters**
  - Support technical experts involved with the integration plans of the use cases

4. Documentation

- Users and Service Providers documentation has been updated to promote the EOSC Compute Platform services
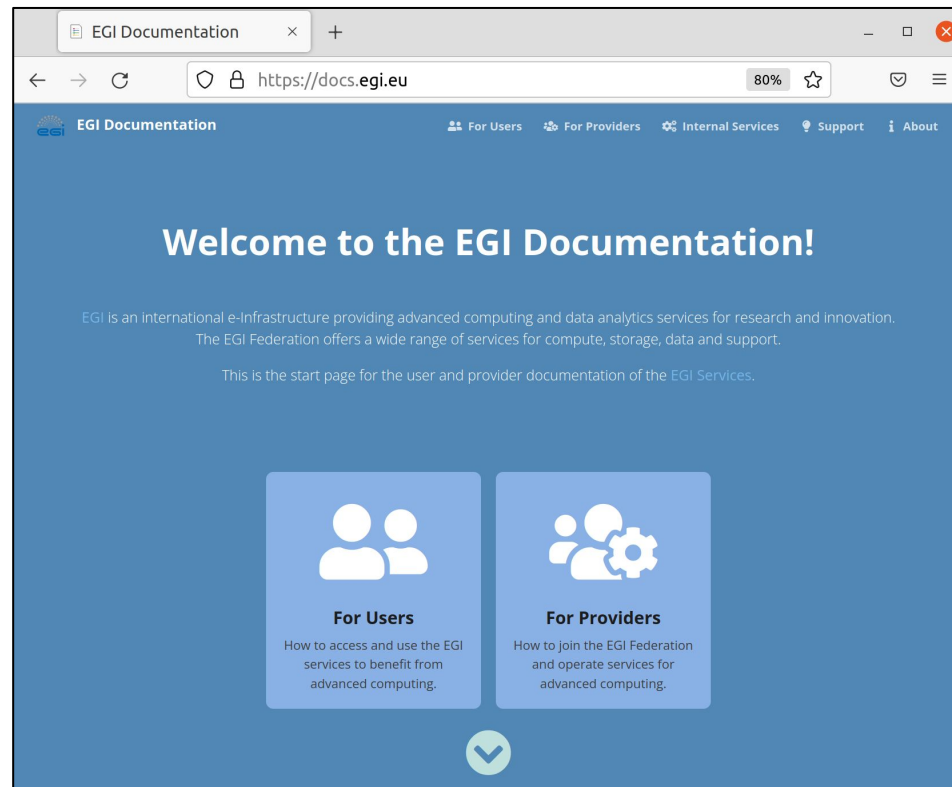
Future Plans

- Continue the engagement plans and the integration activities
- Support the **EOSC Future Science Projects**
  - (i.e. PaNOSC and ESCAPE)
- Organize **training events** (and webinars)
  - **4** Training events during the EGI Conference 2022
  - AI Workshop (during EGI Conference 2022, in September, 2022)
  - HPC in the EOSC Compute Platform promotion event (during EGI Conference 2022 in September 2022)
  - EOSC Compute Platform Data Spaces Bootcamp (November, 2022)
  - Additional domain-specific events from the supported Thematic Services:
    - ENES at EGU General Assembly 2022 (EGU22), May 2022
    - WeNMR/HADDOCK workshop, May 2022
    - ENES at TNC22 Conference, June 2022
    - OPENCoastS+ at MEDGU 2022, Nov. 2022
    - (other) …
- Develop new training contents and training materials, hosted in a **Training Management System (TMS)**

Thank you!

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EGI Foundation

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