Reaching the Users:
Efficient strategies for EOSC engagement

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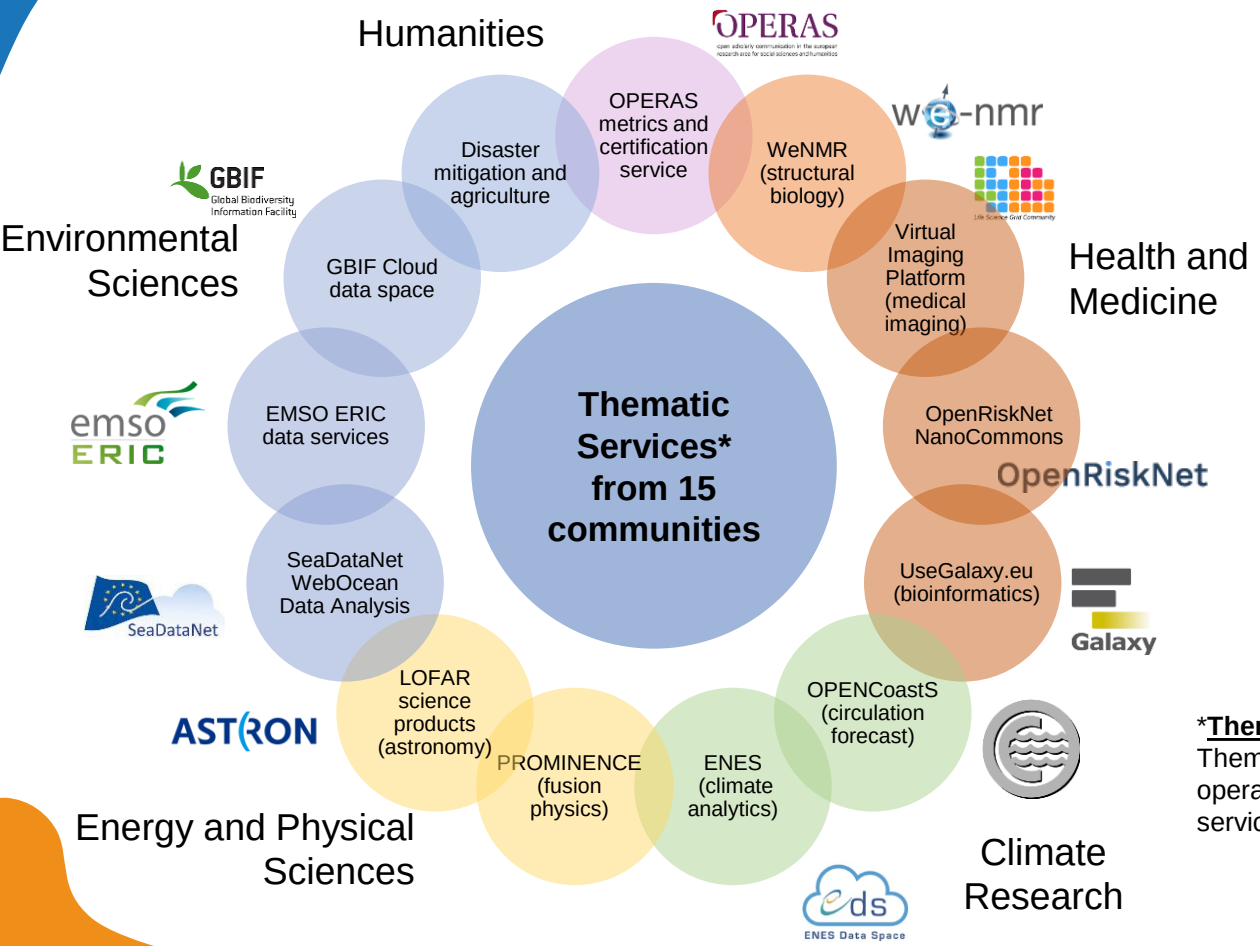
EGI-ACE receives funding from the European Union's Horizon 2020 research and innovation programme under grant agreement no. 101017567.

When we started…



*__Thematic Services__ are a subset of EGI-ACE users. Thematic services are online services setup and operated on top of EGI-ACE infrastructure and platform services for disciplinary groups.

Broadening the programme…

Outreach

Technical Support

+

Documentation

Training Programme

How users reach us

Single users,
small groups (Long tail)
Experimental users

Users

International projects
Multi-national communities
Research Infrastructures

35 services
80 million CPUh
250,000 GPUh
20 PB storage

Business-to-User

EUROPEAN OPEN SCIENCE CLOUD

EOSC Portal

- Ready-to-use resources/services
- Self-service configuration
- Short term engagement

https://marketplace.eosc-portal.eu/

Business-to-Business

Open Call

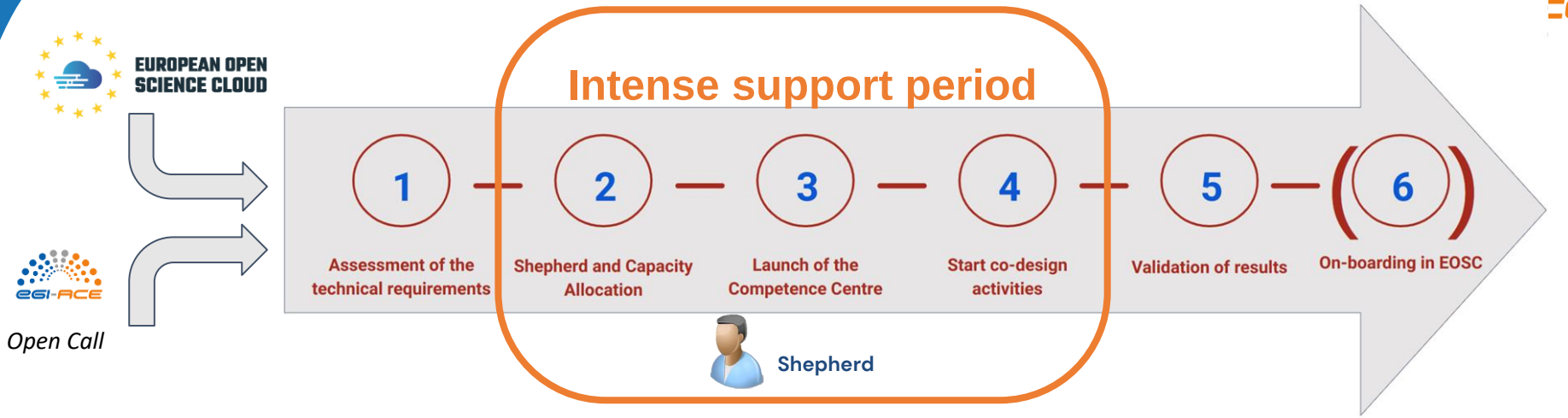
EGI-ACE Open Call

- High capacity demand
- Custom configurations
- Long term engagement

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

Continuously open, Cut-off dates every 2 months

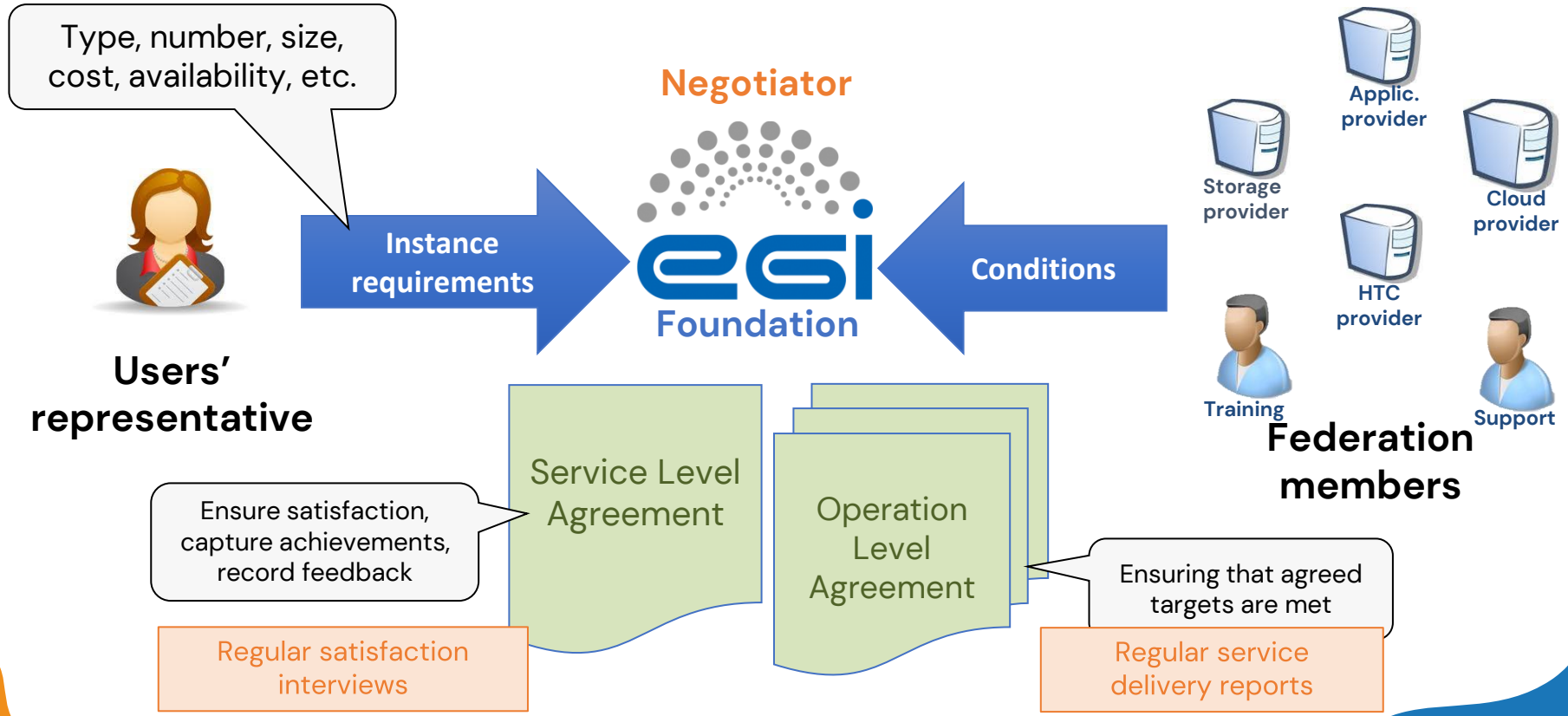
Scalable, distributed user support



Shepherds

- Technical experts who are assigned to the use cases
- Responsibility:
  - **Manage** the implementation of the use case,
  - **Monitor** the Use Case status and potential problems, and
  - **Report** about achievements, lessons learnt and other outcomes.

Allocating services and resources



Documentation

https://docs.egi.eu

Stars 11 Forks 43

Getting Started
Introduction to EGI services

Tutorials & Guides
Tutorials for common uses cases in the EGI infrastructure

Authentication & Authorization
Identity and access management in the EGI Cloud

Compute Services
Compute services in the EGI Cloud

Data Services
Data services in the EGI Cloud

Security Services
Security services in the EGI infrastructure

Development Environments
Interactive environments for scientific development in the EGI Cloud

Training Infrastructure
The training infrastructure on EGI Cloud

Joining EGI as a provider
Guidelines for service providers to join the EGI Infrastructure

Check-in
Integration with Check-in for IdPs and SPs

Cloud Compute
IaaS Service providers documentation

Notebooks
Architecture and Operations of EGI Notebooks

High-Throughput Compute
Execute thousands of computational tasks to analyse large datasets

DataHub
Documentation for EGI DataHub Service Providers

Online Storage
Documentation for EGI Online Storage Service Providers

Operations manuals and How-Tos
Operations manuals for Service Providers

Regional Operator on Duty (ROD)
Description of the NGI oversight activity.

Handbooks

For users

D2.9 EOSC Compute Platform Handbook

Lead partner:	EGI Foundation
Version:	1
Status:	FINAL
Dissemination Level:	PUBLIC
Keywords:	EOSC, Compute, Handbook, EOSC Compute Platform
Document Link:	https://documents.egi.eu/document/3797

Deliverable Abstract

This is an updated version of the EOSC Compute Platform Handbook. The EOSC Compute Platform Handbook is **written for EOSC users** to provide guidance on how to use the various services of the EOSC Compute Platform. The EOSC Compute Platform (ECP) is a system of federated compute and storage facilities together with higher level platforms to support various data and application hosting, data processing and analysis use cases.

EGI-ACE receives funding from the European Union's Horizon 2020 research and innovation programme under grant agreement no. 101017567. Visit go.egi.eu/egi-ace for details.

241 views, **202** downloads (D2.5)

For cloud, platform, thematic providers

D7.2 Status of the SMS Processes

Lead partner:	EGI Foundation
Version:	1
Status:	Final
Dissemination Level:	Public
Keywords:	EOSC, SMS, Processes, ECP
Document Link:	https://documents.egi.eu/document/3807

Deliverable Abstract

EGI-ACE is one of the service provider projects of EOSC. EGI-ACE delivers over 30 services that form the 'EOSC Compute Platform' (ECP) and thematic services that rely on the ECP to provide scalable data analytics environments for domain researchers. Majority of the EGI-ACE services are managed through the ISO 20k compliant service management system (SMS) of the EGI Foundation. This deliverable introduces this SMS and provides guidance to those new providers who want to join the EOSC Compute Platform and therefore need to comply with certain SMS processes. The document also provides an overview of the interfaces between the EGI-ACE SMS and EOSC SMS.

78 views, **86** downloads

For HPC providers

D7.3 Final version HPC integration Handbook

Lead partner:	EGI Foundation
Version:	1
Status:	Under EC review
Dissemination Level:	PUBLIC
Keywords:	HPC, EOSC Compute Platform
Document Link:	https://documents.egi.eu/document/3804

Deliverable Abstract

The HPC integration handbook describes how HPC systems can be incorporated into the EOSC Compute Platform delivered by the EGI-ACE project. This handbook is the result of the piloting activities with use cases and providers supporting workflows that run on combined Cloud, HTC and HPC resources. In this document we detail the integration mechanisms used in the pilots and provide information for providers on how to integrate HPC systems into the EOSC Compute Platform, and for users on how to use these HPC systems via EOSC for running container-based workloads.

EGI-ACE receives funding from the European Union's Horizon 2020 research and innovation programme under grant agreement no. 101017567.

183 views, **166** downloads

Training Programme

Tutorials

https://docs.egi.eu/users/tutorials

Webinars

https://www.egi.eu/trainings-and-webinars/

Webinar: Leveraging the Onedata Platform for Long-Term Data Archiving and Processing

June 14th 2023

...

Read more

Training: FitSM Training

#EGI2023

19 June 2023, Poznań

...

Read more

Training: Open Science (by OpenAIRE)

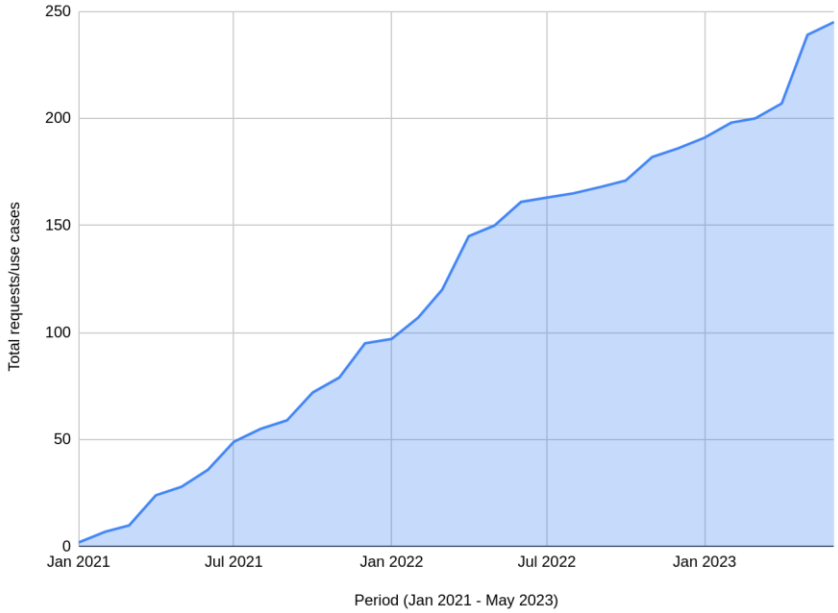
19 June 2023, Poznań

...

Read more

After 30 months of EGI-ACE…

Service orders and call applications served



189 orders
(EOSC Marketplace)

EUROPEAN OPEN SCIENCE CLOUD

42 applications
(EGI-ACE Open Call)

Webinars

- **#24** events
- **857** participants (from **30** countries)
- **1805** views on YouTube

Other

- **24** domain-specific tutorials

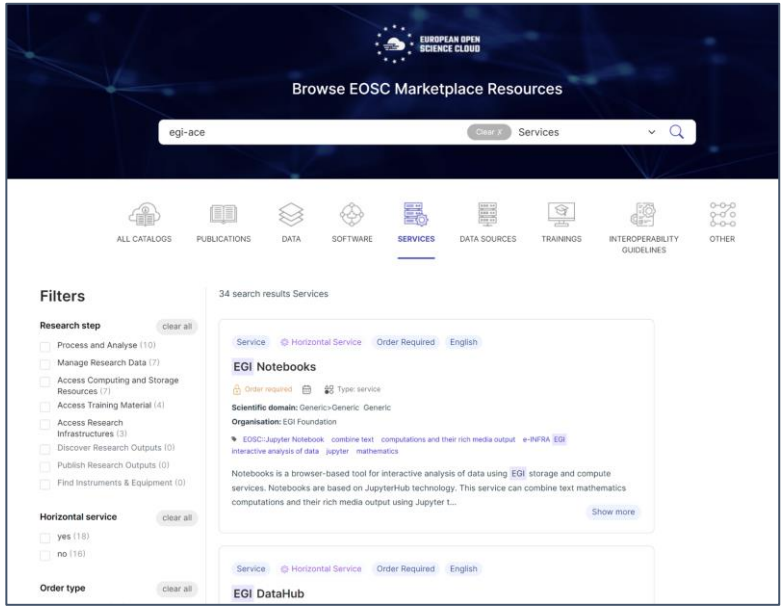
22 use case shepherds* and Competence Centres

- Scalable and customised support

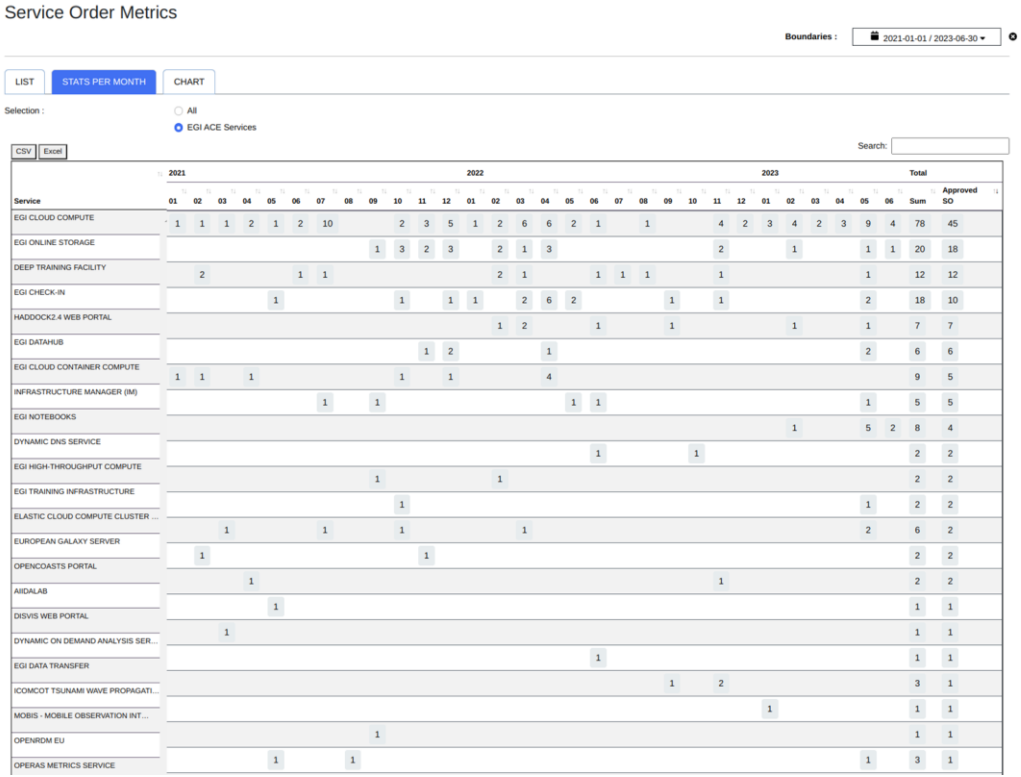
*** from:**

cmcc Centro Euro-Mediterraneo sui Cambiamenti Climatici · Universitat Politècnica de València · INFN · CYFRONET · Fraunhofer SCAI · CSIC Consejo Superior de Investigaciones Científicas · CCIN2P3 · cnrs · egi

Impact on EOSC uptake



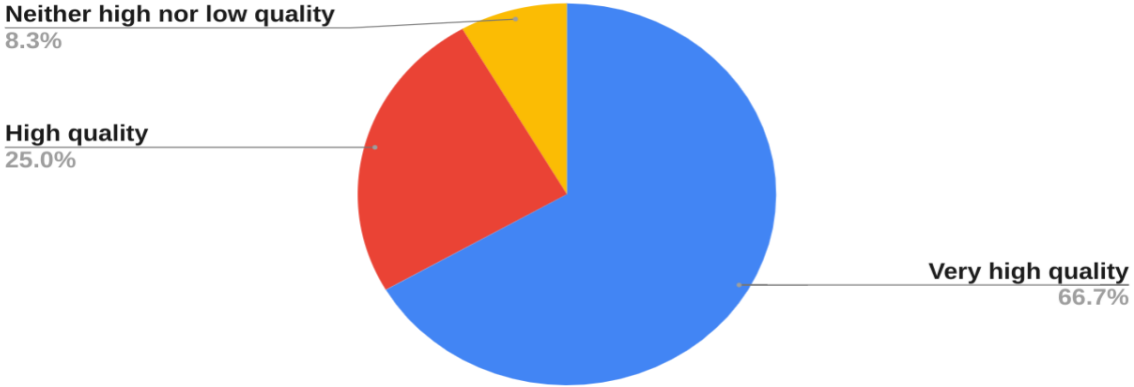
***36** EGI-ACE services in EOSC out of 413 (9%)*

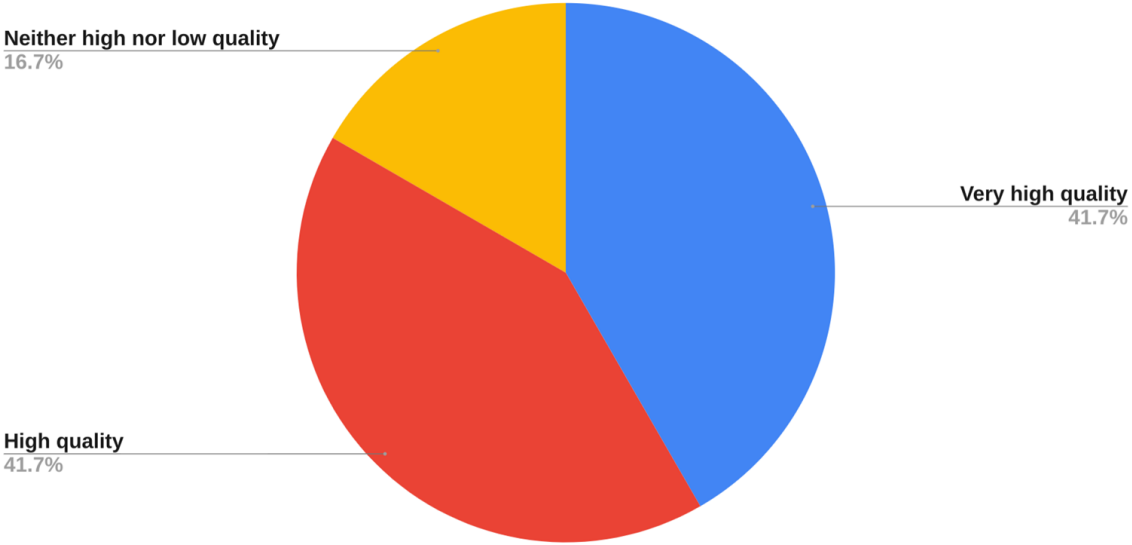


***189** EGI-ACE orders out of 560 (35%)*
***10** services in the 'most ordered top 20'*

Feedback from the EGI-ACE service orders

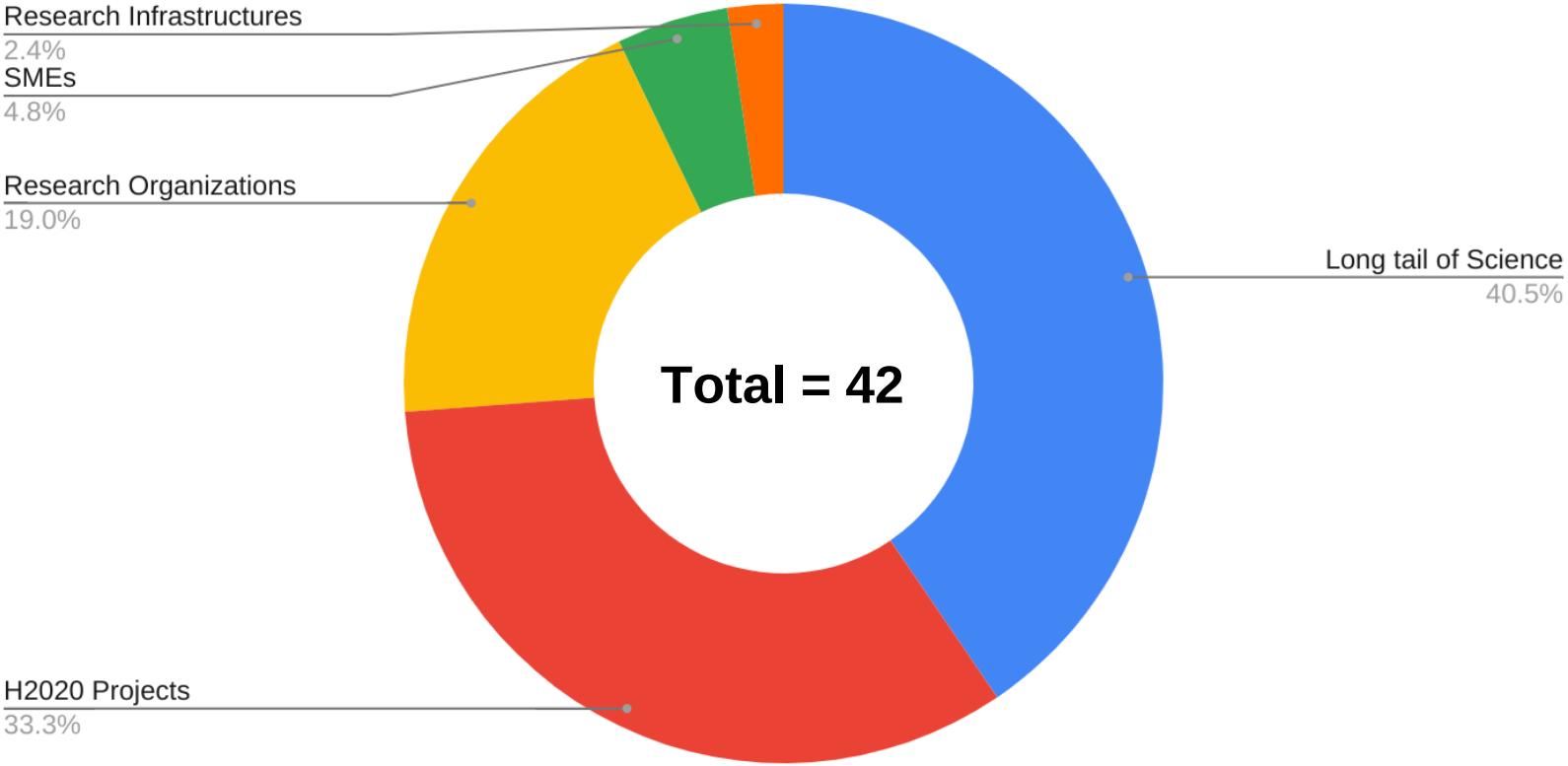
How would you rate the <u>quality of services</u>?



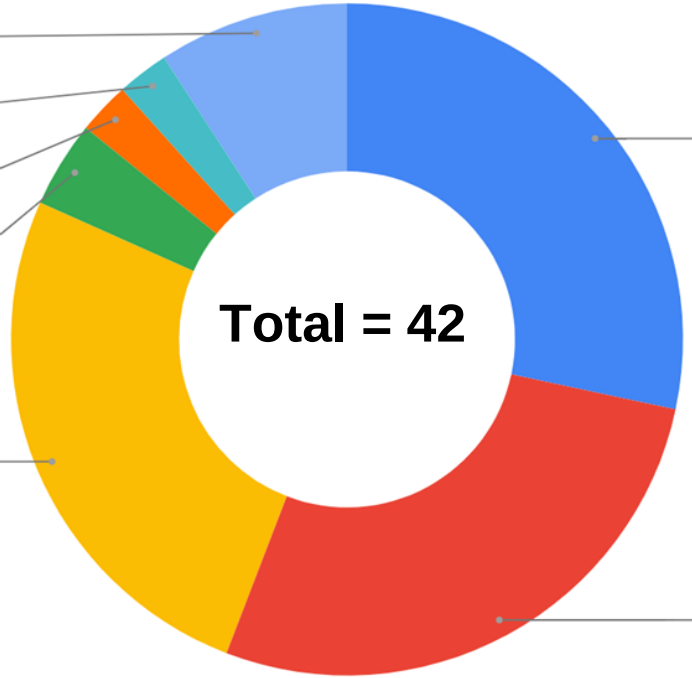


How would you rate the <u>quality of documentation</u> and <u>customer support</u>?

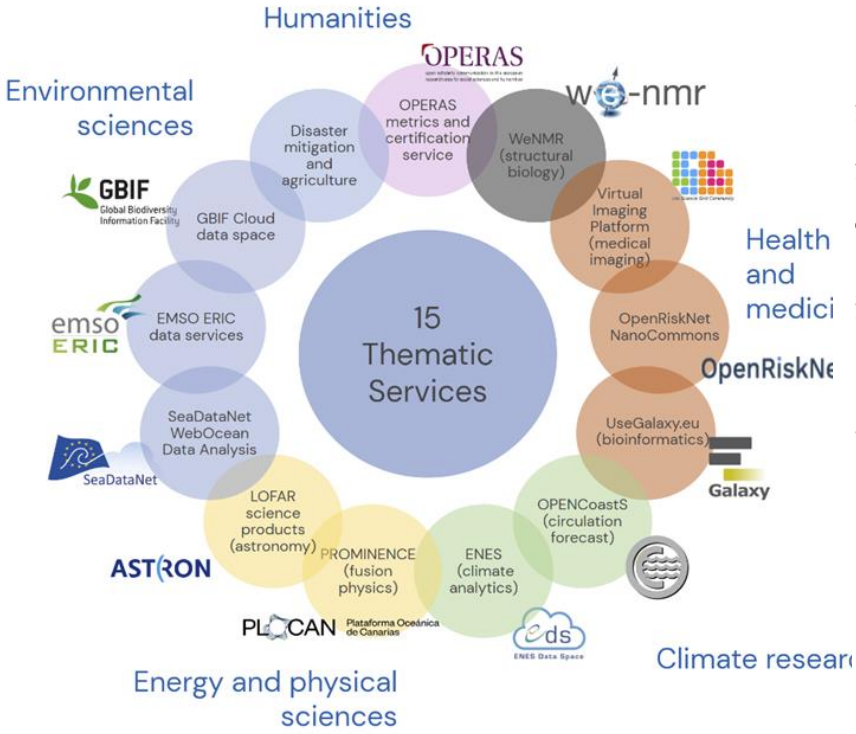
Type of use cases received

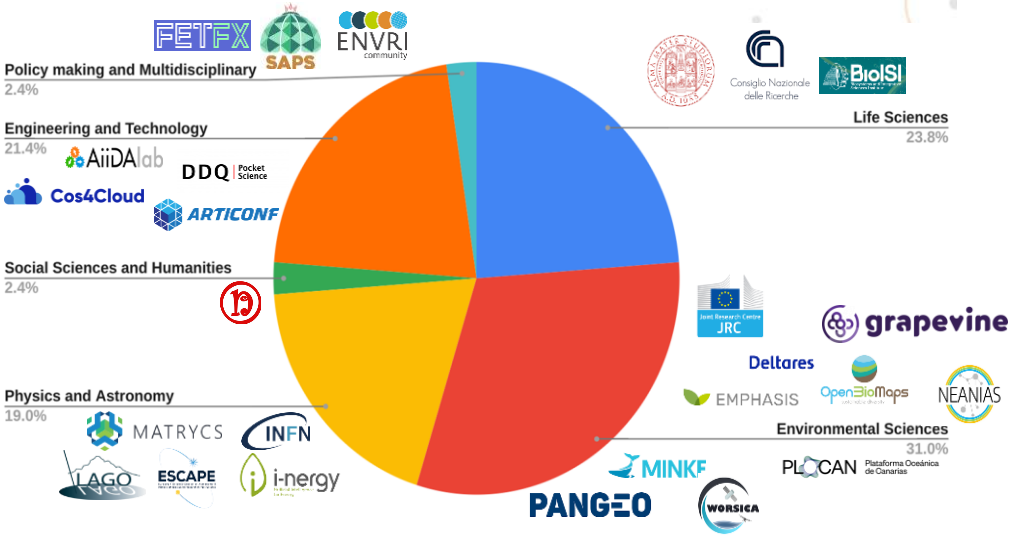


Type of EGI-ACE services used



Enabling a Thematic Service* ecosystem





17 from the consortium

36 from external communities

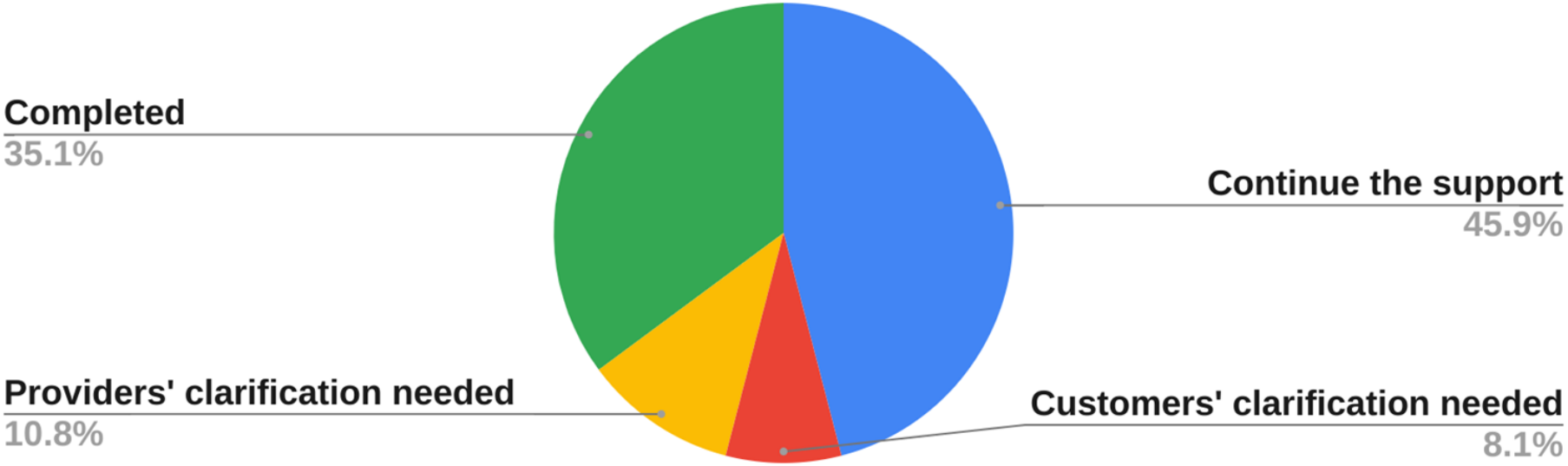
Nearly 80,000 users served by the project

69 publications submitted in scientific journals

* Thematic services are a subset of our users. Thematic services are online services setup and operated on top of EGI-ACE infrastructure and platform services for disciplinary groups.

Continuation of the Thematic Services after EGI-ACE

Discussed with the Principal Investigators how to further support the co-design/piloting activities after EGI-ACE.



Thank you!

Contact: **egi-ace-po@mailman.egi.eu**
Website: **www.egi.eu/projects/egi-ace**

EGI Foundation

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