EGI 2023:
EOSC Helpdesk: from Concept to Implementation

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Helpdesk Concept

Introduction

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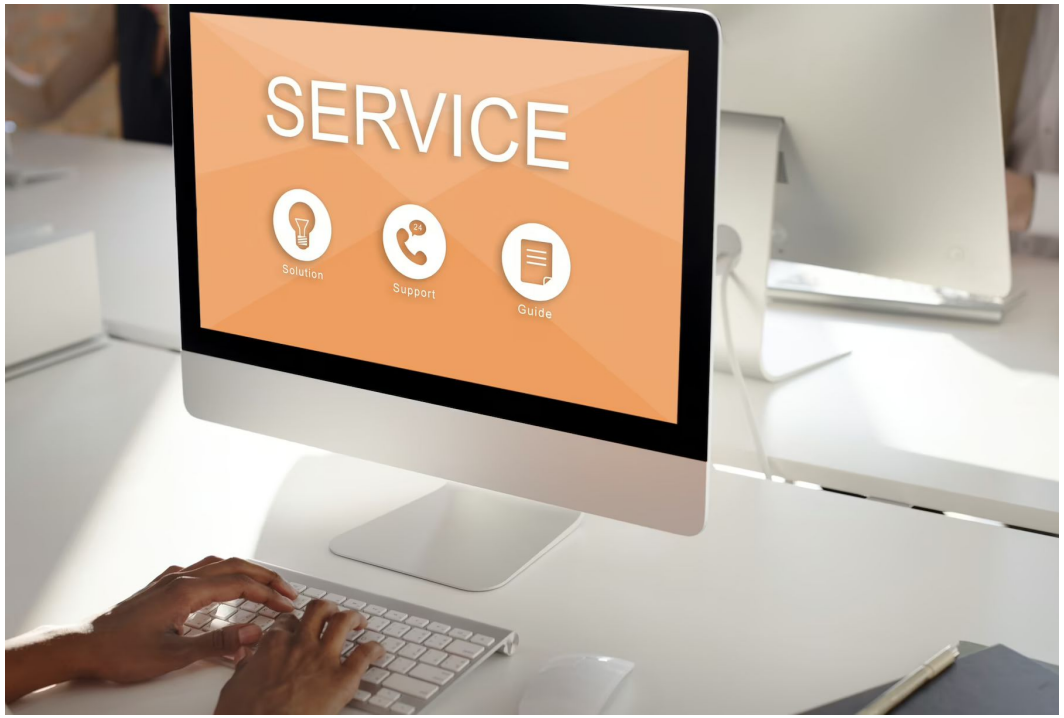
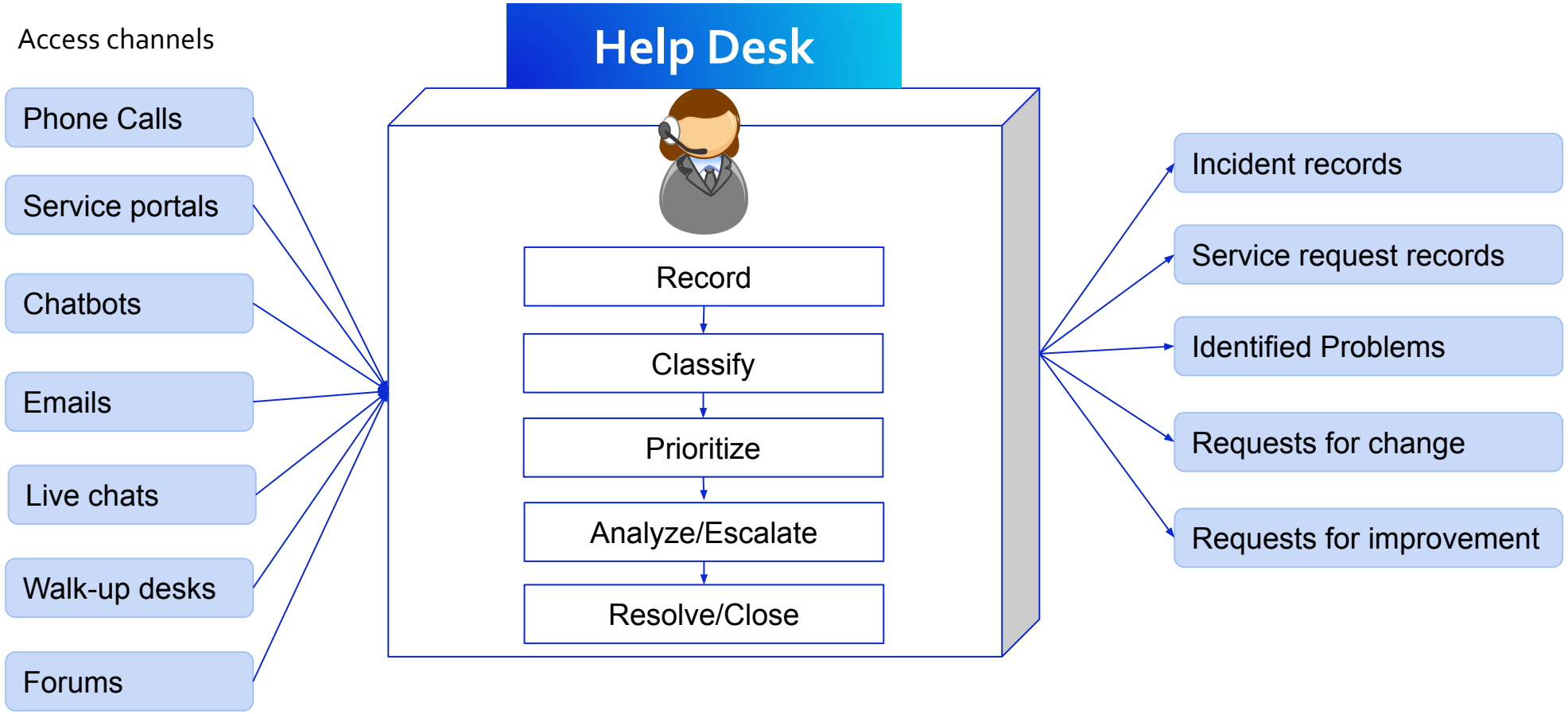
Helpdesk System



Helpdesk simplified



Helpdesk Benefits

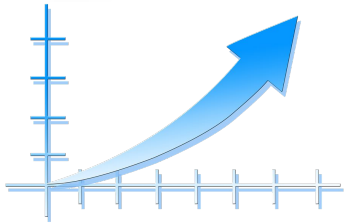
Process-driven help and support for users and customers

Customer satisfaction and increased **productivity**

Better Collaboration and Communication within organization

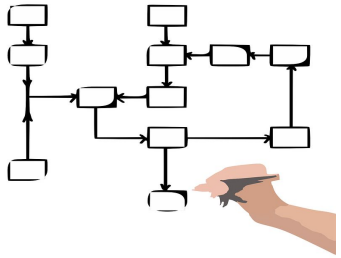
Improved service delivery and operations

Scale up organization: optimize and automate operations

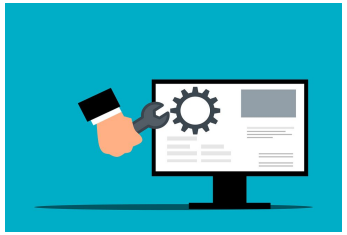


Major Challenges: in any Organization

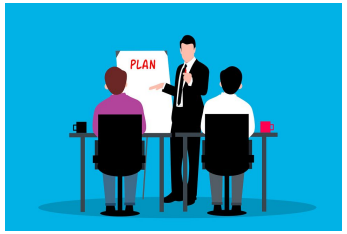
Define Process: policies, procedures, workflows



Choose appropriate software/technology



Train your support team



Get the customer tickets answered/resolved in agreed time

Major Challenges: in EOSC

Distributed EOSC Environment	Multiple organizations, communities, service providers
Alignment of processes and procedures	Different definitions of ISRM process, interoperability issues, organizational changes, support groups
Integration with multiple EOSC Services	Different mapping schemes, user journeys, integration scenarios

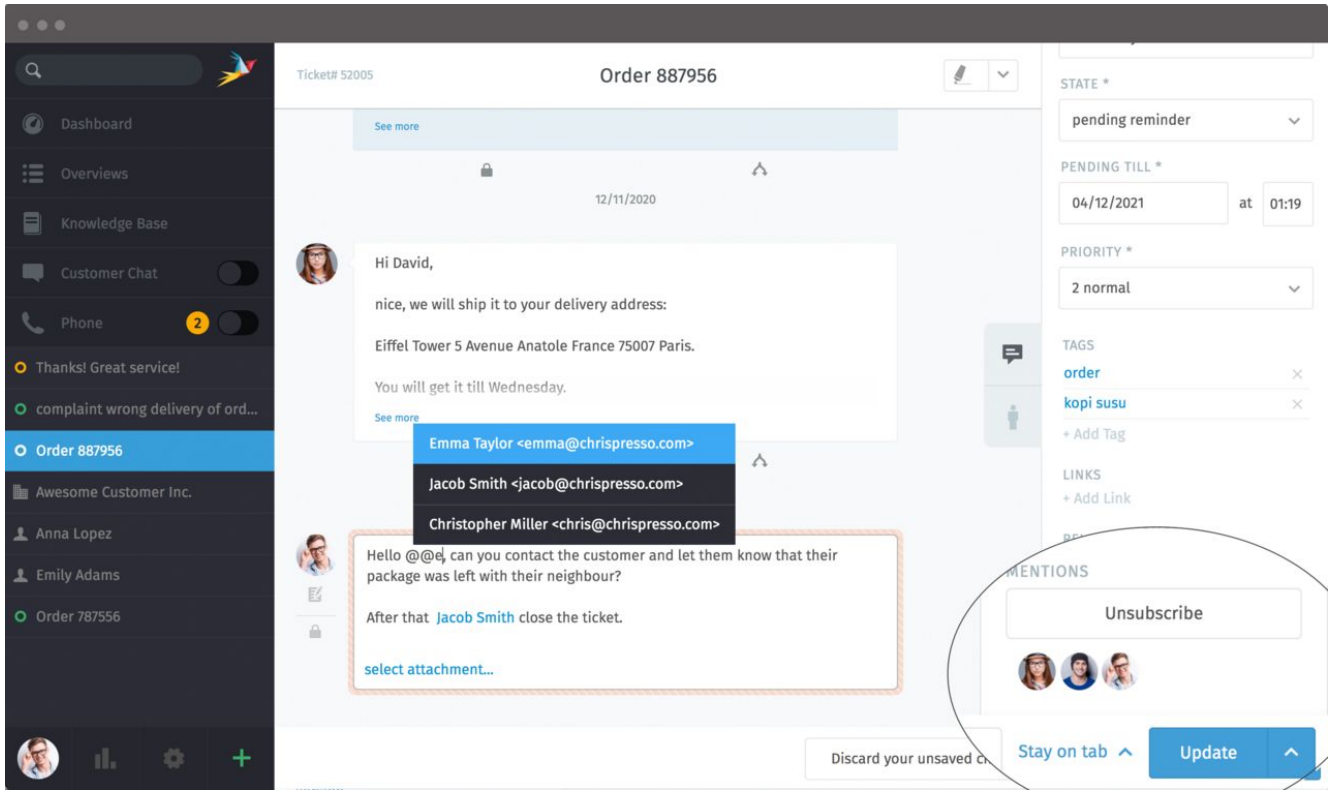
EOSC Helpdesk in Production

Implementation Phases

- 2020: Assessment of different technologies
- 2021: Deployment and tests
- 2022: Production
- 2023: Enhancement

Key Functions and Workflows of the EOSC Helpdesk Technology

Open-source rapidly developed technology Zammad



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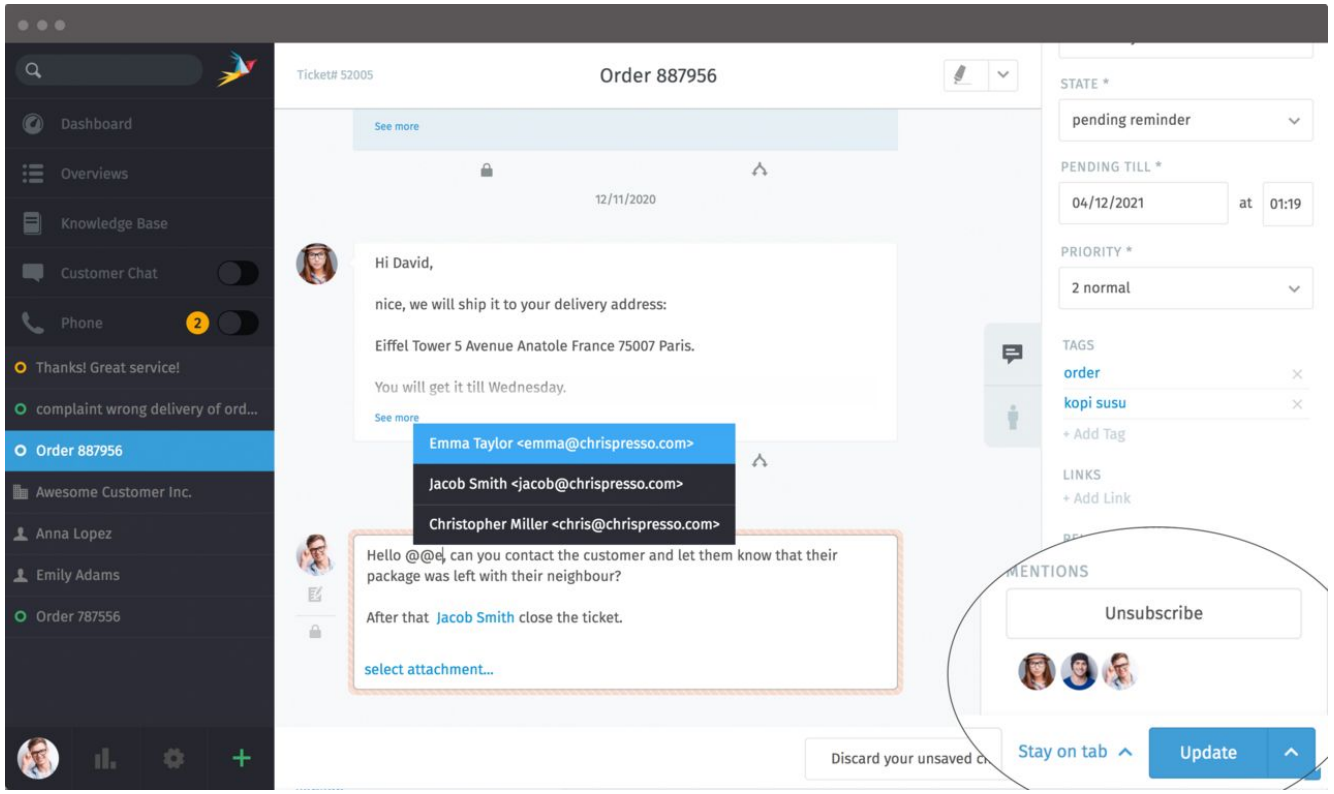
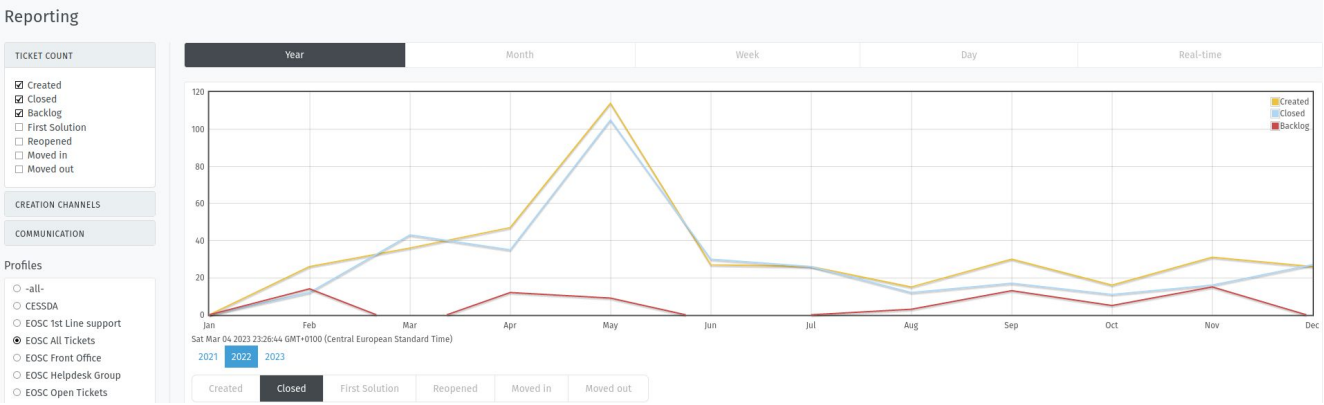
Open-source rapidly developed technology Zammad

Custom workflows (filters, automatic ticket assignment automatic escalation procedure, notifications)



Key Functions and Workflows of the EOSC Helpdesk Technology

Detailed build-in statistics and reporting



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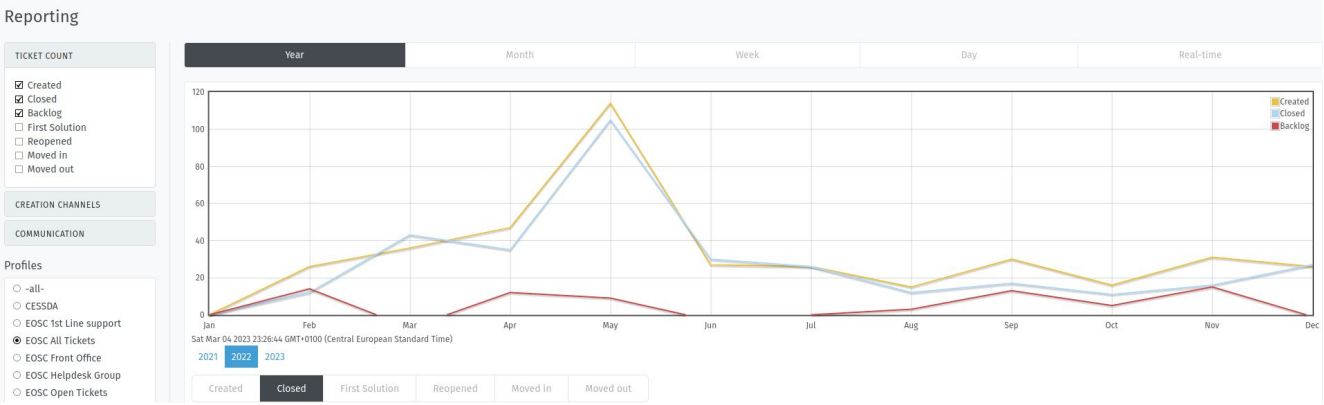
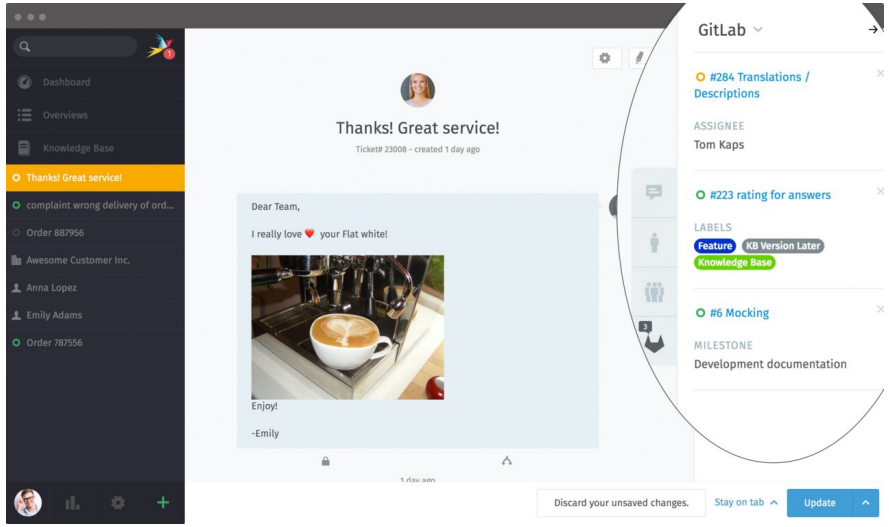


Easy integration with Grafana

Key Functions and Workflows of the EOSC Helpdesk Technology

Integration with GitLab/GitHub and other services

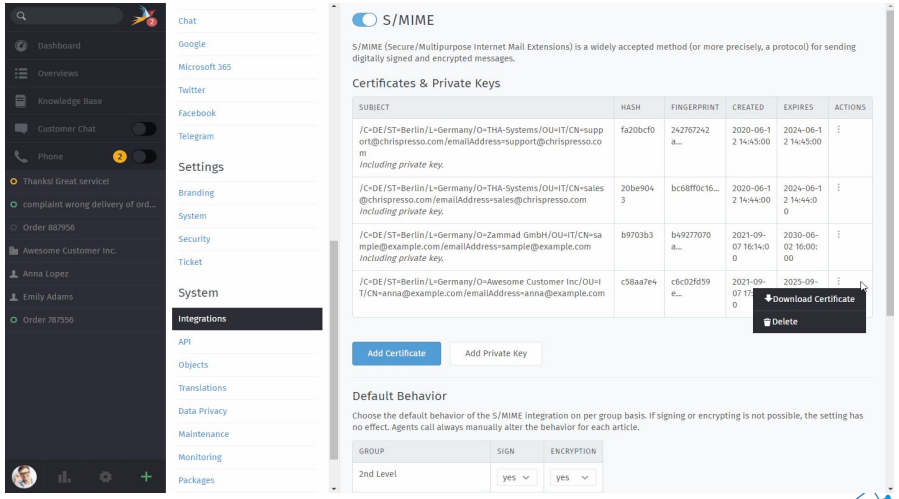


Helpdesk Security

S/MIME Support

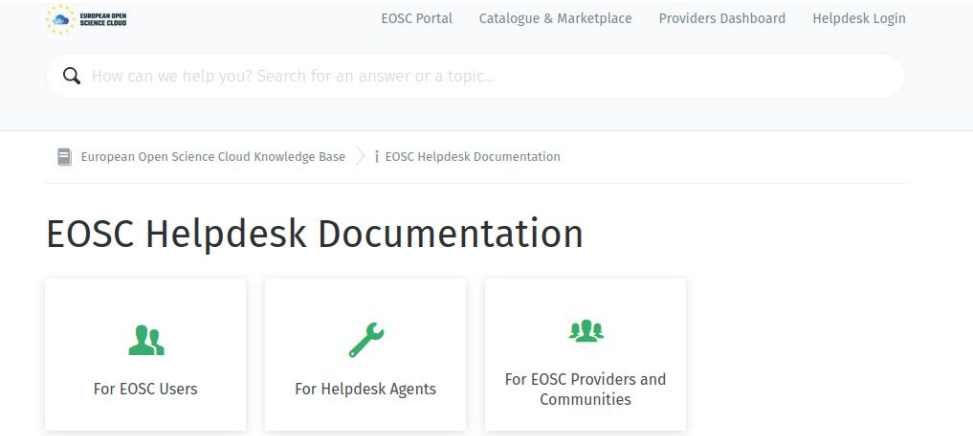
Access history

Connected Devices



Key Functions and Workflows of the EOSC Helpdesk Technology

Knowledge Base integrated with Helpdesk



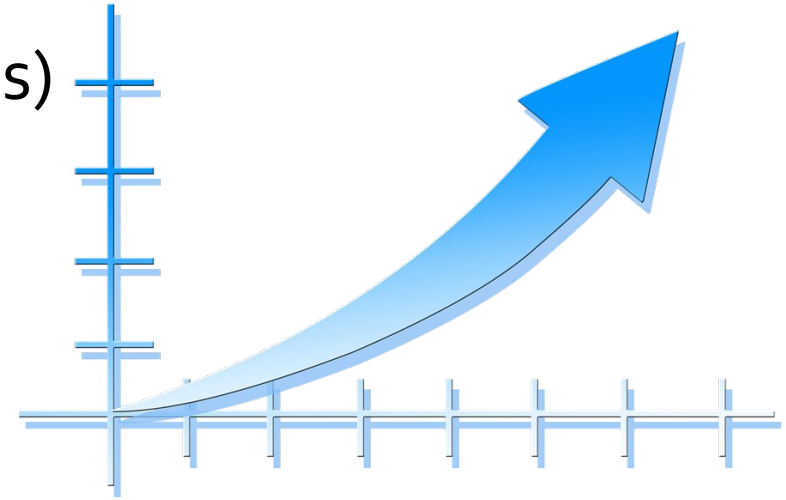
Current Helpdesk Status: Development and Integrations

Helpdesk Development during EOSC Future Project

- New features implemented during project runtime based on:
  - Roadmap
  - Requirements
    - EOSC Communities
    - EOSC Technical Coordination Board
    - EOSC Service Management System (escalation procedures)

EOSC Helpdesk in Production: Facts and Numbers

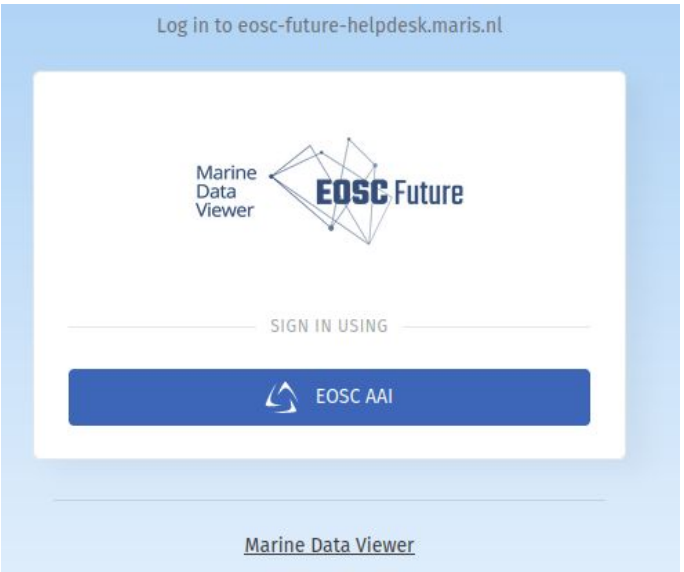
- Since March 2022
- 70 support groups (EOSC, other communities)
- ~3.2k tickets
- 65 Agents
- ~ 600 registered users



Major Enhancements: Multi-Portals

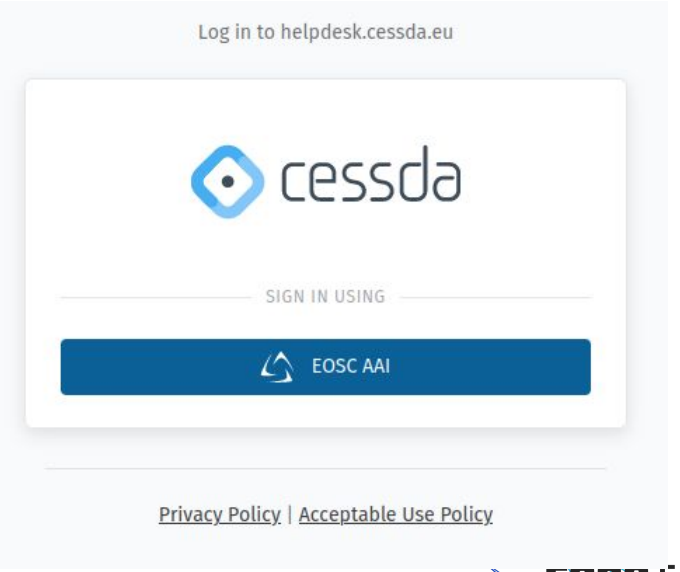
- Enhancement of the delivery of EOSC Helpdesk as a service
- Standalone portals with custom features:
  - Domain name (URL)
  - Logos, color themes
  - Local agent management, other customisations

https://eosc-future-helpdesk.maris.nl



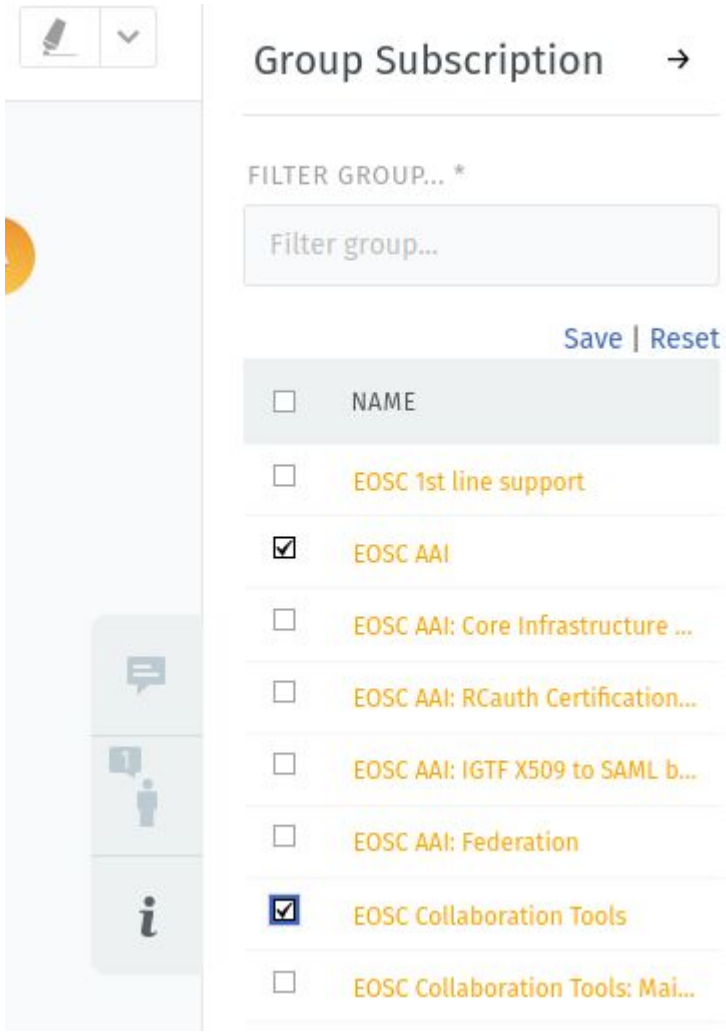
https://helpdesk.c-scale.eu/

https://helpdesk.cessda.eu



Other Enhancements

- Secure account linking
- Permissions table for agents
- Multiple webforms connected to different groups
- Customisation of login page and dashboard
- Group subscription interface



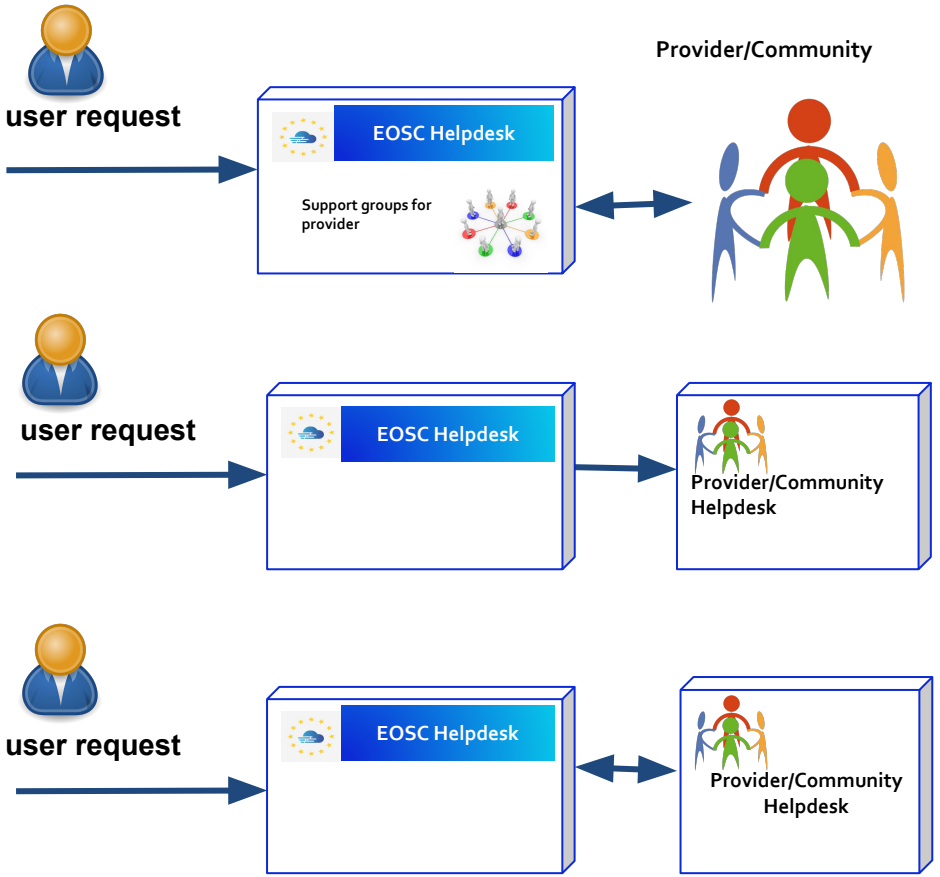
Integration with EOSC Helpdesk

Three main integration options for Providers:

- **Direct usage (as-a-service):**
  - Support group or multiple groups
  - Implementation of custom workflows

- **Ticket redirection:**
  - EOSC Helpdesk just a contact point which redirects tickets to provider's mailing list or ticket system

- **Full integration**
  - Bidirectional synchronization of tickets in EOSC and provider's helpdesk



Helpdesk Integrations with other Helpdesks

1. Helpdesk as Service

Production — 3D BIONOTES-WS

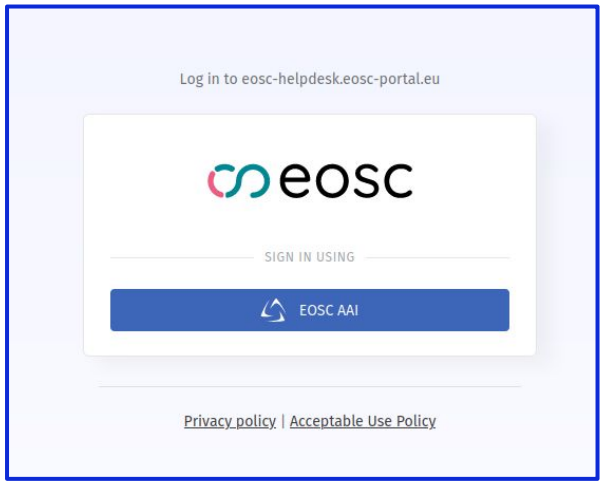
Production — ENVRI FAIR

Production — Marine Data Viewer, EOSC Future

Beta — ESCAPE

Production — cessda

Production — C-SCALE



2. Full Integration

GGUS — Production

OpenAIRE — Producition

EOSC NORDIC — Beta

LifeWatch ERIC — Beta

3. Redirection

instruct ERIC, EUDAT

Summary

- EOSC Helpdesk has been successfully implemented
- Many challenges technical and non-technical
- Feedback from EOSC communities and stakeholders is positive
- Further enhancements and integrations are planed

Thank you!

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