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## Community-tailored Services: Scalable Delivery

*Tuesday, 27 March 2012 16:00 (1h 30m)*

A facilitated discussion based upon input from a small panel of specialists.

The workshop will begin with a series of short ten minute talks by the specialists about their experiences and thoughts on the key issues relevant to managing the delivery of scalable services to the research community.

1) Steve Tuecke - the dream team: what skill sets are needed to build a delivery team based on lessons learnt from Globus Online service.

2) Vladimir Viro - Peachnote music analysis service running on the Cloud

3) Owen Appleton - The business perspective: Emergence Tech Limited - specialised consultancy providing communication, strategy, policy and technical services to academic and commercial clients. Owen is also involved in the gSLM project.

4) Naomi Wynter-Vincent - RAMIRI (Realising and Managing International Research Infrastructures). The RAMIRI project aims to deliver a training and networking programme for people involved in planning and managing international research infrastructures within the European Union (and Associated States).

Others are welcome and encouraged to participate in discussions from their own perspectives.

The aim is to capture some best practices and lessons learned and potential actions.

**Presenter:** Mr BREWER, Steve (EGI.eu)

**Session Classification:** Community-tailored Services: Scalable Delivery