



Portuguese **Distributed Computing** Infrastructure

Relations with Users

Planning and Set-up of the activities of the WP3

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Scope and Introduction

The Relation with users' activity intends to boost the interaction with both potential and actual user communities of the INCD infrastructure. It will interact direct with interested users, analyse their objectives and needs, and collect feedback on the effective use of INCD services. Its main objective is to maximize the benefits of INCD services to the user communities.

This report is part of the Sub-task 1 - Planning and set-up, and complies the project's milestone **M3.1. Planning and set-up of the activity accomplished.**

Plan of the activity

This activity aims to promote a close relationship with INCD users, in order to analyze their objectives and needs, to help them with technical issues and to have feedback on the INCD services.

Direct contacts must be established in coordination with the Communication and Dissemination activities of the INCD, namely defining the presence in important events, such as conferences and workshops, with oral presentations and dissemination materials (like brochures and roll-ups) in order to catch the attention of potential users and investors that are attending the meeting.

A first round of contacts with actual or recent users will be conducted, inviting them to participate in the project as a pilot study or use-case. These pilots will be used to show the applicability of the infrastructure as a service to the academic and research communities. New users are very welcomed, as well, if the computing resources are able to accommodate their projects' needs. It will be established a board to evaluate and to define priorities of the access requests.

We will concentrate our efforts on organizing several events that maximize the use of the computational resources of the INCD, namely introductory and more advanced topics explained in webinars and hands-on workshops, according to the requests of the user community.

We will also promote a user's forum, where users with similar research interests may share their experience and knowledge.

Access Policy



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Although every user is welcomed, some users have priority to the INCD computational resources and they were classified according to an access policy. The following access classes are defined:

- a) Partners: for use by members of the INCD association.
- Satisfaction of the commitments made by Portugal under the MoU signed with CERN for the Worldwide LHC Computing Grid, namely the national Tier-2 integrated in this infrastructure.
- Meeting the computing needs of LNEC to provide services to society and R & D activities.
- Support the participation of partners (LIP, LNEC and RCTS) in their projects.
 - b) Strategic interest: for research projects identified as having high impact and strategic importance according to national policies.
 - Infrastructures of the Roadmap FCT and ESFRIs.
 - Scientific experiments and collaborations.
 - H2020, FCT projects of great relevance and / or dimension
 - c) Merit: for publicly funded research projects or meritorious research activities.
- Projects that have passed an evaluation process (eg projects approved by FCT, ERC, etc.).
- A scoreboard will prioritize these requests, and will evaluate applications that have not been approved funding or have not undergone another evaluation process.
 - d) Government: for public, central and regional government organizations.
- It is mainly intended to support R & D activities or services to society that imply scientific calculation.
 - e) Private: use through payment for pre-commercial R & D activities. Access subject to availability of resources.
- It is mainly intended to support SMEs and research spinoffs in their R & D activities that involve the use of means of scientific calculation.
- This type of use cannot conflict with the primary objectives of the infrastructure.

Workflow of the interaction with users

We present a working table resuming the workflow of the activity.

| What | Who | When | How |
|---|-----------------------------|--------------------------|---|
| Initial contact (C1) | User Relation Manager (URM) | T0 | Generic information and e-mail to the PI |
| Follow up contact | URM | T0 + 1 week | Email + telephone |
| 1st meeting with user or group of users | URM + Tech staff | TBD | Conference call or presence meeting, defined with the User or Institution |
| Internal meeting | URM + Tech staff | | |
| 2nd meeting with user or group of users | | When needed | Local / conference call |
| Response to trouble tickets | Tech staff | Same or next working day | e-mail |
| Follow up contacts | URM | Every 2 months? | Email + telephone |



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| Satisfaction survey | URM | Every year | Online quest |
| User's forum | | Always | Online |

The workflow of the interaction with the users initiates with a first exploratory contact, that may arise from a meeting in a conference or workshop event. This email will give institutional information, inviting the group leader to use and promote the INCD services. Depending on the feedback, will happen a follow up contact or a first meeting to present the requests and agreements. The technical staff will then discuss the viability of the requests and implement the solutions accordingly. Whenever needed, the technical staff will respond to trouble tickets while the user relations manager maintains follow up contacts, performs surveys and keep the user's forum updated.

Surveys

INCD will promote surveys in order to understand the needs and opportunities to grow and where to improve the INCD services and the relation with the users.