Supporting Users of ARCHER2: Spectrum of Support

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Reusing this material

Partners

Overview

- Purpose and aims

- Spectrum of Support

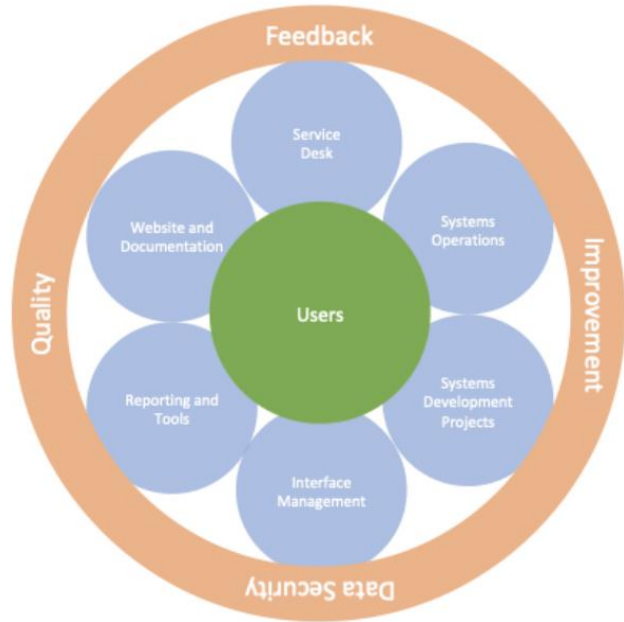- Feedback and Improvement

- Conclusions

- Questions

Purpose and Aims

- Support user community to delivery world-leading scientific research
- Provide routes for new research communities to access ARCHER2
- Provide a service that is flexible, open and responsive to users' needs

Purpose and Aims

- Quality
  - Provided by skilled and experienced staff from EPCC
- Available and timely
  - Service desk hours 8am—6pm
  - Staffed by individuals with large amount of technical knowledge
- Coherent
  - Collaborative approach between Service Partners
  - Responds to users' evolving requirements
- Approachable, accessible and inclusive
  - Holistic approach recognising and respecting diversity of needs across community
- Flexible and adaptable
  - Adaptable to changing technical requirements, variable levels of demand and external forces
- Open and Responsive
  - Proactively soliciting feedback and acting to continually improve the Service

Structure: Functions

- Primary, user facing, support functions
  - Service Desk
  - In-depth Support
  - eCSE
  - Feedback and Improvement
- Supported by
  - Technical operations, website & documentation
  - Systems Operations, system development projects
  - Training
  - Outreach & Impact
  - Reporting & tools, interface management
  - Quality & Data Security
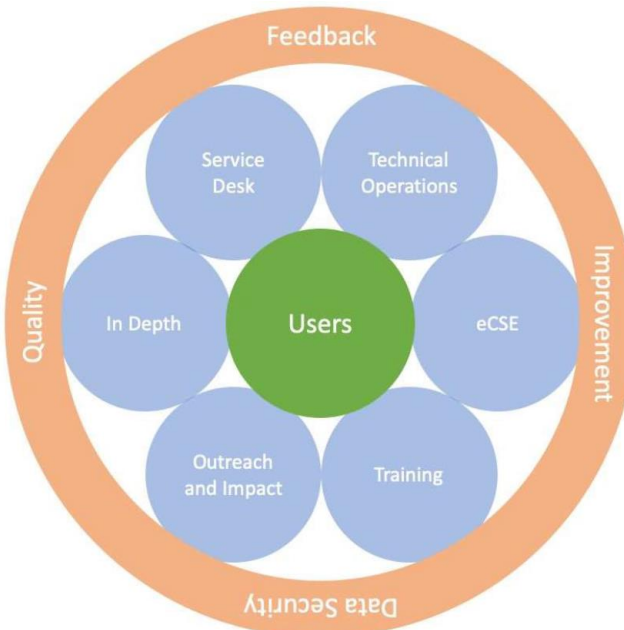
Spectrum of Support

Spectrum of Support

- Provides suite of support mechanisms
  - Everything from short query …
  - … through to funding for year-long software-development activity
- New support mechanisms for ARCHER2
  - Call-backs
  - Technical mini projects
  - Code health-checks
  - Lightweight eCSE projects
  - Virtual consultancies

Spectrum of Support

Queries   Call backs   Code Health   Technical mini   Lightweight   eCSE
                                  Check   projects   eCSE

Support Effort

Service Desk   **In-depth**   **Embedded**
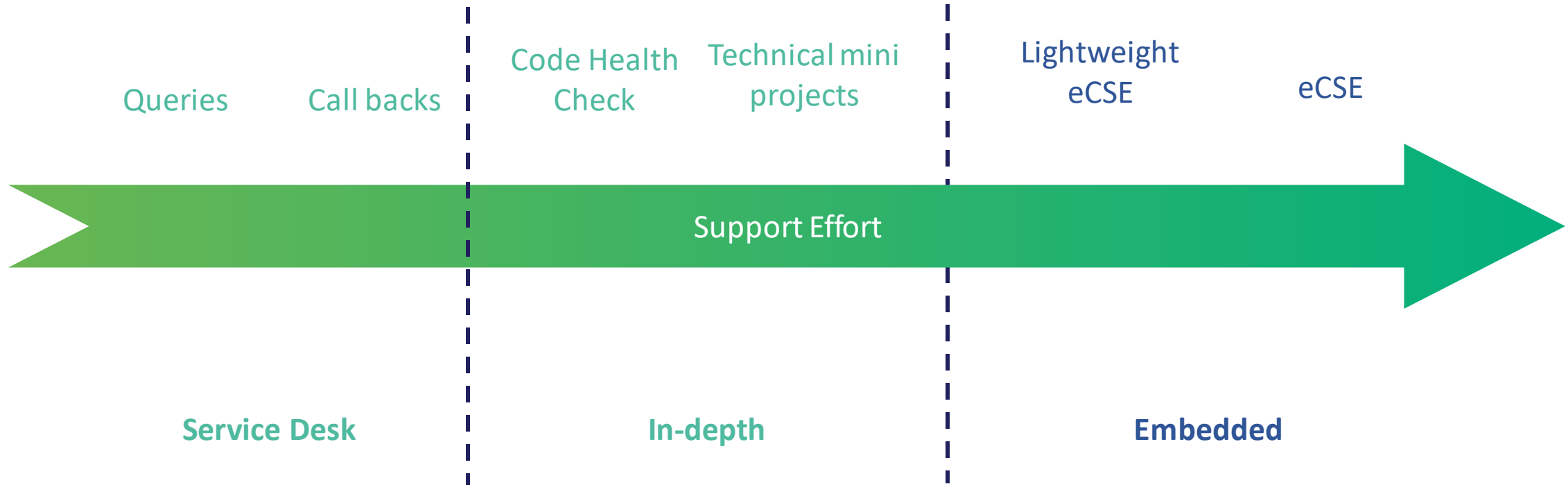
- Aim is to avoid gaps in services offered

Service Desk

Service Desk - Queries

- A single Service Desk supporting all aspects of ARCHER2
  - All user queries accepted and handled through this

- First port of call for users

- Staffed between 8am and 6pm, Monday to Friday

- Queries can be submitted via email, telephone, web forms (SAFE)

- Queries classified as Level 1, 2 and 3 with appropriate escalation
  - We will provide estimate of how long we expect query to take to resolve

- Users invited to provide feedback on assistance they have received
  - Input into improvement projects to enhance service

User Support – Service Desk

ARCHER2 Shared Service Desk Interface
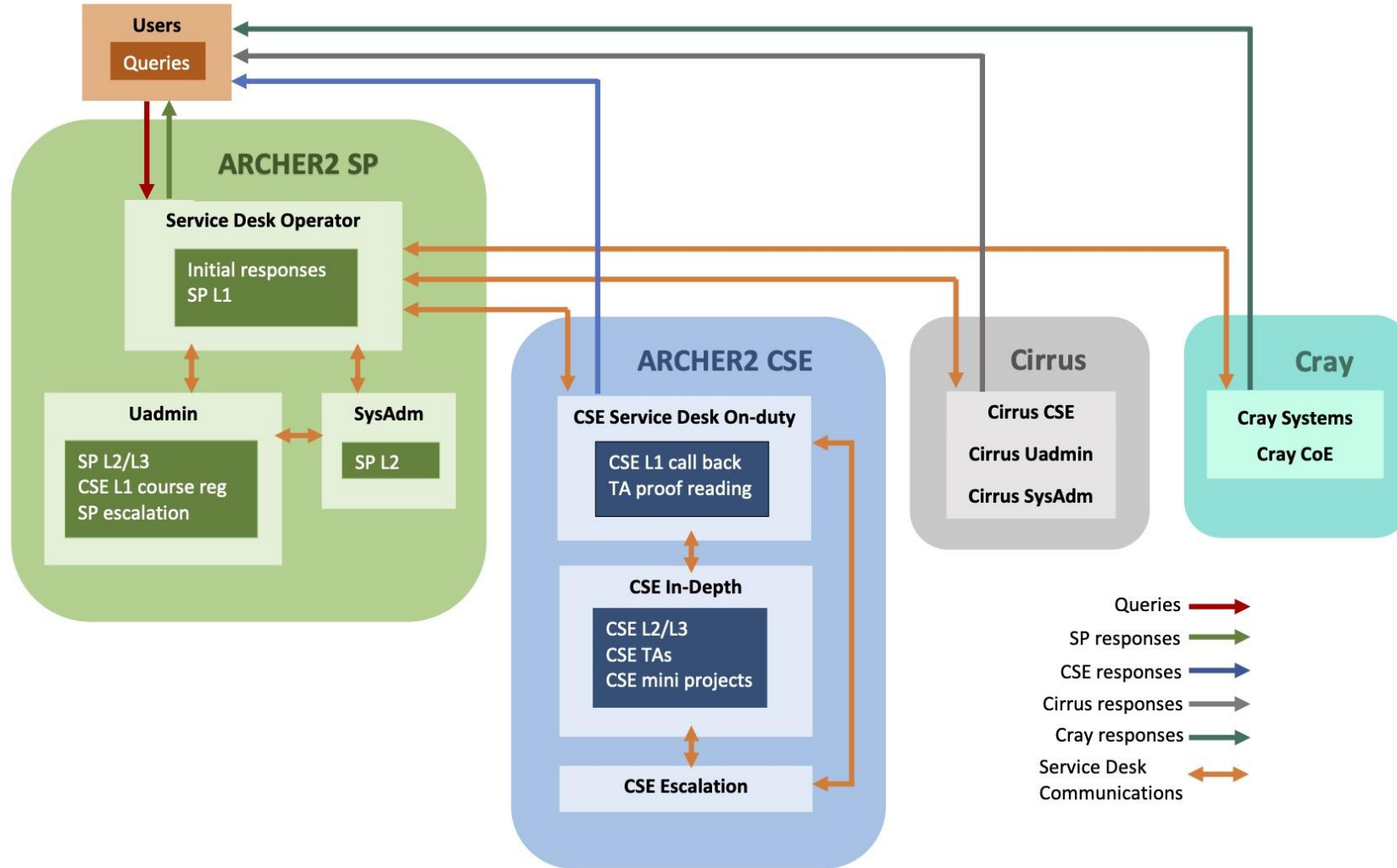
Service Desk – Call Back

- Expert callback service
  - Users can book phone/online chat callback with technical expert
  - Useful if one outlines topic in original request
- Users can speak directly to a core CSE technical staff member, with appropriate technical expertise, about their support requirement
  - Useful for discussing complex/ open-ended query
  - Usually will result in Service Desk ticket and/ or follow-up call

In-depth Support Activities

In-depth Support Activities

- Technical mini-projects
  - Users able to apply for technical effort (up to 1 month) from the CSE team
  - Enable short (collaborative) technical project to support their use of ARCHER2
  - For example
    - Software profiling leading to performance optimisation recommendations
    - Software sustainability assessment (in conjunction with Software Sustainability Institute)
    - Developing/ optimising workflows on ARCHER2
    - Developing data-management plans/ (large-scale) data-transfer mechanisms
  - Lightweight, responsive-mode application process
    - Assessment based on feasibility and community impact

In-depth Support Activities

- Application health-check
  - MOT-style assessment of software application and its suitability for ARCHER2
  - Provides guidance on appropriate configuration/ workflows for software
  - (Where relevant) identify possible improvements to code design/ implementation
  - Useful input to eCSE/ computing-time applications and for new ARCHER2 communities

- Virtual consultancy sessions
  - Phone or video-call discussion with core CSE staff member to review, for example:
    - Idea for new project campaign on ARCHER2
    - Introduction for new ARCHER2 user-group/ community
    - Progress of an eCSE application (discussed later)

Embedded Support (eCSE)

Embedded Support

- Funding dedicated RSE staff embedded within their research communities to develop the UK's software base and thus enhance the benefit of ARCHER2 to UK science

- Core values: openness, independence, transparency, not-for-profit

- Funding allocated through open, fair, peer-reviewed funding programme

- Regular series of calls for proposals, with three calls per year

- eCSE FTEs funded using EPSRC's standard 80% FEC rate or equivalent

eCSE

- Funding
  - EPCC guarantees that an average of 12 FTEs per annum of eCSE support will be provided

- Not-for-Profit
  - Any residual funding will be used to provide additional eCSE staff months of effort

- First Call
  - Will open on 19 May 2020
  - Technical Evaluations to be submitted by 16 June 2020
  - Call closes on 7 July 2020
 - Virtual tutorial scheduled for 27th May 2020 (see www.archer2.ac.uk)

Lightweight eCSE

- Recognise the need for smaller eCSE projects (up to 3 months)
  - Small improvement projects – larger than mini-project, less than full eCSE
- Lighter weight process to apply for funding
- Funds staff embedded in research groups
  - Should be available from the second call
- Seeking input from the panel around appropriate review procedure

eCSE – Lifecycle Support

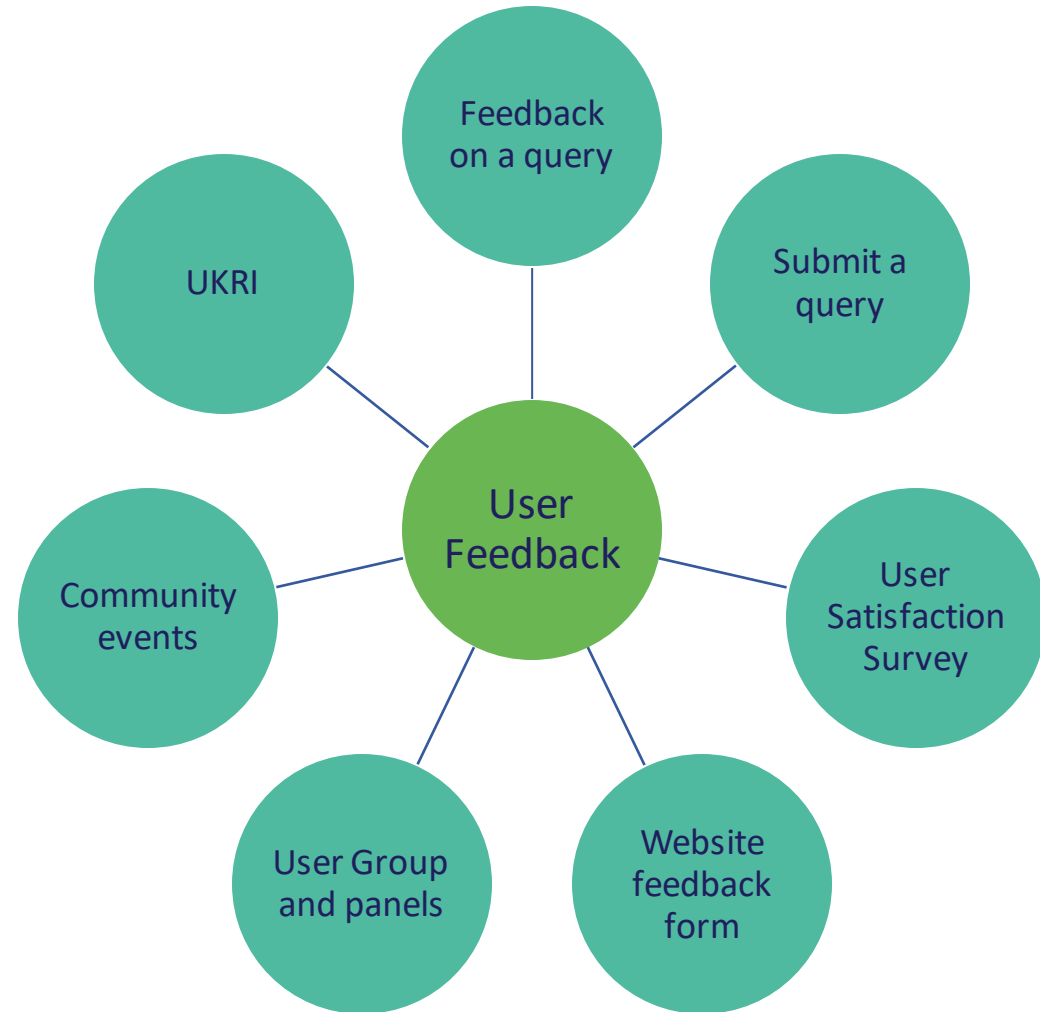- We will provide a strong support system, active throughout the lifecycle of an eCSE
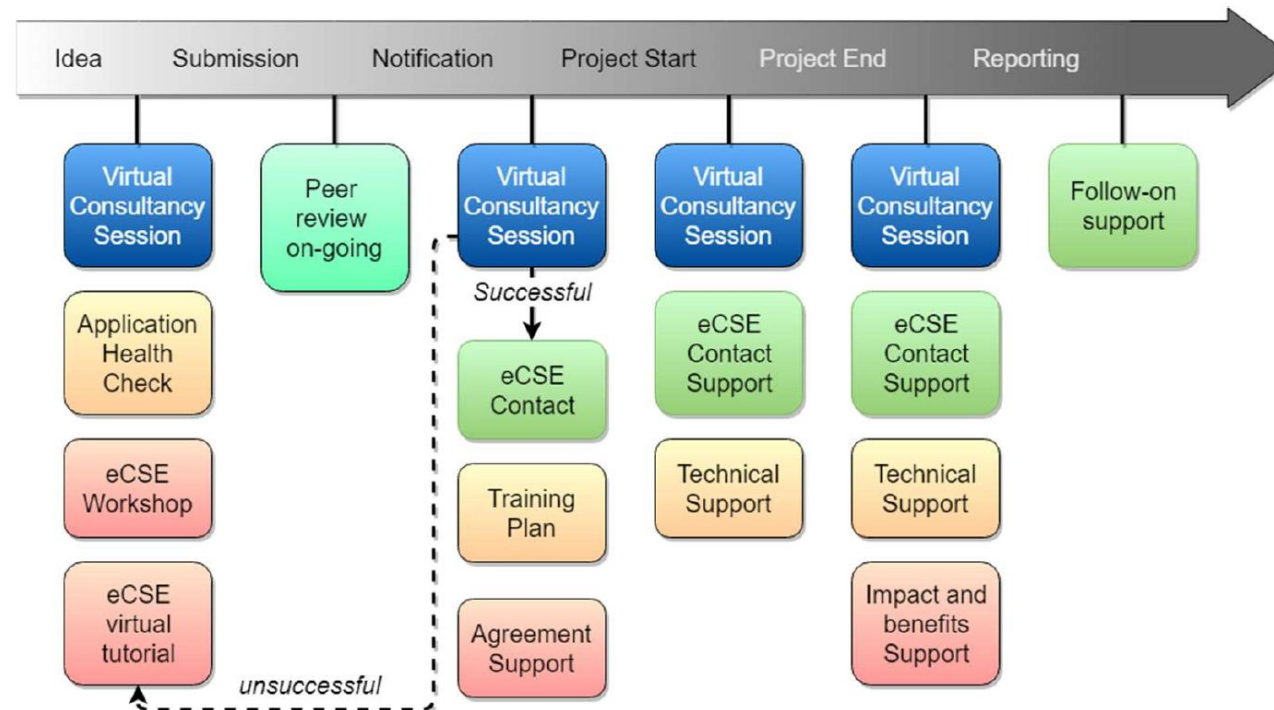
User Feedback

User Feedback

- Feedback and improvement is at the core of the new ARCHER2 service
- Ensures improvements benefit users
- Continual Service Improvement (CSI) approach

Diagram central node: User Feedback
Surrounding nodes: Feedback on a query, Submit a query, User Satisfaction Survey, Website feedback form, User Group and panels, Community events, UKRI

Conclusion

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- Our aim is to provides a suite of support mechanisms
  - From short query through to funding for year-long software development activity
  - To avoid gaps in the service offered to users

- Involves a set of new support mechanisms for ARCHER2
  - Call backs
  - Technical mini projects
  - Code health check
  - Lightweight eCSE projects
  - Virtual consultancies

- Designed to be flexible, open and responsive to all users needs

Any Questions?

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