



IS-ENES3 Milestone M7.1

ENES CDI help desk

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Authors: Maria Moreno de Castro, Stephan Kindermann

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ABSTRACT

We describe the recent activities of the ENES CDI help desk which include the provision of actionable information on the integrated IS-ENES3 support infrastructures for data, compute, and the Climate4Impact portal, their user support contact addresses, and their connection to institutional request tracking systems.



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Table of contents

1. Objectives.....	3
2. Description of work: Methodology and Results.....	3
3. Difficulties overcome.....	3
4. Next steps.....	3

1. Objectives

The ENES CDI help desk objectives are:

1. OBJECTIVE 1: to assure users accessibility to the information on the ENES Data services.
2. OBJECTIVE 2: to coordinate to the Earth Systems Grid Federation (ESGF) user support.

2. Description of work: Methodology and Results

Different methodologies were applied to achieve the milestone, which are described per objective in the following.

1. OBJECTIVE 1

ENES CDI help desk assures the users accessibility to the information on the ENES Data services. The decisions on content and structure have been taken in collaboration with the corresponding service providers and developers.

1.1. Maintenance of the ENES Data services portal

Information, links, and user support contacts update at <https://portal.enes.org/data>. New content creation includes:

- ENES Model Data and Metadata new CMIP6 page.
- ENES Data Infrastructure new ES-DOC and ESGF nodes pages.
- Support Services on Data and Metadata new pages for the Data discovery, Climate4Impact, Derived data products, Metadata services (and their connection to institutional request tracking systems), Data publication services, and a table summarizing the Support Contacts for Data and Metadata Services <https://portal.enes.org/data/data-metadata-service/support-contacts-for-data-and-metadata-services> (see Fig. 1).

- 1.2. Coordination of the user support of the new Analysis Platforms server-side service:
- collection and distribution of information among providers,
 - monitoring the service workflow,
 - first level applicant and user support,
 - maintenance of the main page, FAQs, and application form at <https://portal.enes.org/data/data-metadata-service/analysis-platforms>, including the service documentation and the contacts of the secretary and host providers.

2. OBJECTIVE 2

The ENES CDI help desk coordinates the Earth Systems Grid Federation (ESGF) user support, which includes the collaboration with the ESGF European and non-European portals.

2.1. Documentation maintenance

Content move from the deprecated source https://earthsystemcog.org/projects/cog/tutorials_web to new <https://esgf.github.io/esgf-user-support/index.html>. A link for access from the ESGF page (esgf.llnl.gov/users) was created. The content update correlates to the knowledge gathered by monitoring the esgf user-support emailing list. Besides, new information was added regarding the ES-DOC Errata Service and Synda and deprecated information was identified and removed (e.g., getESGFCredentials).

2.2. Portals look & feel homogenization and update

Implementation of 22 new features to improve user experience. One feature is the content promoting the new server-side computation capabilities developed within IS-ENES3, i.e., the Climate4Impact portal and the new Analysis Platforms for multimodel comparison. Guidelines and demos were created to assist the portal web editors. See the current status of the implementation here: <https://docs.google.com/document/d/1RqBqBrzTRhnxn6PfIdr7ffpAweXi5eBwMFZW0uB0M/edit#heading=h.evncmpillgzc>

2.3. First level user support (esgf-user@llnl.gov emailing list).

The ENES CDI help desk members answer more than 70% of the user questions to the list (find the statistics on ENES contributions in the KPIs reports).

2.4. Welcome message update

Update of the welcome message to users after registration. It now includes updated references to the tutorials and guidelines to help users to understand which information the supporters need in order to reproduce the user's issue and accelerate the problem solving.

Results related to Objective 1 include:

1. The creation of a complete and update user support material on the integrated support infrastructures for data, compute, and the Climate4Impact portal, including its connection to institutional request tracking systems.
2. The design of an accessible website with concise text supported by explanatory images.

Results related to Objective 2 include:

1. The reduction of avoidable user questions to the esgf user-support emailing lists (find the statistics on the number of questions in the KPIs reports).
2. The first steps towards a consolidated users-supporters community.

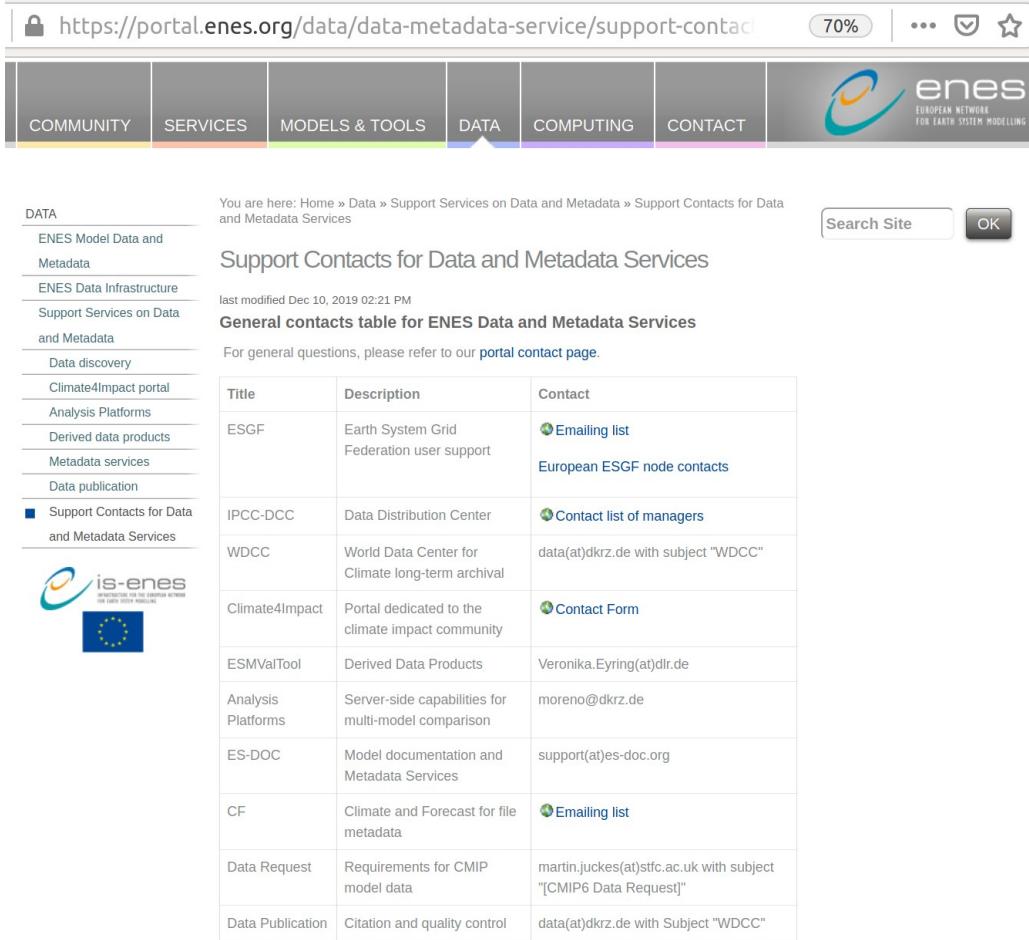
3. Difficulties overcome

New members of the ENES CDI help desk require training to familiarize themselves with the ENES services. Besides, identifying and engaging the corresponding relevant contact for each service was often challenging and time consuming. Strong networking skills were required.

4. Next steps

Next steps of the ENES CDI help desk include:

- contact external reviewers and implement their feedback on our user support services (see Milestones M7.2 and M7.3),
- further consolidate the user-supporters community, and
- automatize the issue tracking of the ESGF user-support emailing list which will potentially accelerate the problem solving and increase the quality of the documentation.


 https://portal.enes.org/data/data-metadata-service/support-contact
 70% | ... |

COMMUNITY | SERVICES | MODELS & TOOLS | DATA | COMPUTING | CONTACT | enes
 EUROPEAN NETWORK
 FOR EARTH SYSTEM MODELLING

DATA
 ENES Model Data and Metadata
 ENES Data Infrastructure
 Support Services on Data and Metadata
 Data discovery
 Climate4Impact portal
 Analysis Platforms
 Derived data products
 Metadata services
 Data publication
 ■ Support Contacts for Data and Metadata Services

You are here: Home » Data » Support Services on Data and Metadata » Support Contacts for Data and Metadata Services

Support Contacts for Data and Metadata Services

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General contacts table for ENES Data and Metadata Services

For general questions, please refer to our [portal contact page](#).

Title	Description	Contact
ESGF	Earth System Grid Federation user support	Emailing list European ESGF node contacts
IPCC-DCC	Data Distribution Center	Contact list of managers
WDCC	World Data Center for Climate long-term archival	data(at)dkrz.de with subject "WDCC"
Climate4Impact	Portal dedicated to the climate impact community	Contact Form
ESMvalTool	Derived Data Products	Veronika.Eyring(at)dir.de
Analysis Platforms	Server-side capabilities for multi-model comparison	moreno@dkrz.de
ES-DOC	Model documentation and Metadata Services	support(at)es-doc.org
CF	Climate and Forecast for file metadata	Emailing list
Data Request	Requirements for CMIP model data	martin.juckes(at)stfc.ac.uk with subject "[CMIP6 Data Request]"
Data Publication	Citation and quality control	data(at)dkrz.de with Subject "WDCC"

Figure 1. Table with the user support contacts of the IS-ENES3 Data and Metadata services.