

Improved usability and support

Documentation the good, bad, and ugly

esgf-swt

- Documentation: developers don't write it, and users don't read it.
- Wiki is sad ⁽³⁾
- Askbot is sad ⁽³⁾
- Mailing list is sad ⁽²⁾
- User support needs more focus

esgf-swt

.. RESTART MY COMPUTER? I KNOW YOU HAVE A SCRIPT TO FOLLOW, BUT THE UPLINK LIGHT ON THE MODEM IS GOING OFF EVERY FEW HOURS. THE PROBLEM IS BETWEEN YOUR OFFICE AND THE MODEM.



MY COMPUTER HAS NOTHING TO DO WITH ... OK, WHATEVER, I "RESTARTED MY COMPUTER" IT'S STILL DOWN, AND EVEN

IF IT COMES BACK, IT'S GOING TO DIE AGAIN IN A FEW HOURS, BECAUSE YOUR-



I DON'T HAVE A START MENU. THIS IS A HAIKU INSTALL, BUT THAT'S NOT IMPORT-

HAIKU? IT'S AN EXPERIMENTAL OS THAT I ... OH, NEVER MIND.



HEY, SO SORRY TO BOTHER

YOU, BUT MY CONNECTION -

YEAH, I SEE IT. LINGERING PROBLEMS

FROM A SERVER MOVE.

I'M SORRY, BUT THIS WON'T GET FIXED UNTIL I TALK TO AN ENGINEER. CAN YOU LOOK AROUND FOR SOMEONE WEARING CARGO PANTS, MAYBE A SUBWAY MAP ON THEIR WALL?



THERE'S A CHICK TWO PHONES OVER WITH A STUFFED PENGUIN DOLL AND A POSTER OF SOME BEARDED DUDE WITH SWORDS.





NO PROBLEM, HEY, IN THE FUTURE, IF YOU'RE ON ANY TECH SUPPORT CALL, YOU (AN SAY THE CODE WORD "SHIBBOLEET" AT ANY POINT AND YOU'LL BE AUTOMATICALLY TRANSFERRED TO SOMEONE WHO KNOWS A



SERIOUSLY? YUP. IT'S A BACKDOOR PUT IN BY THE GEEKS



OH MY GOD, THIS IS THE GREATEST-



ESGF Support Working Team

- Looking for a co-lead (harris112@llnl.gov)
- Will be setting up a weekly phone meeting

Define Goals and Purpose

- Define term "User"
- Who are our Power Users?
- Gather input and feedback

ASKBOT

- http://askbot-esgf.llnl.gov
 - Good feedback
- Requires our users to understand their role
 - Developer, Publisher, SysAdmin, Researcher...

















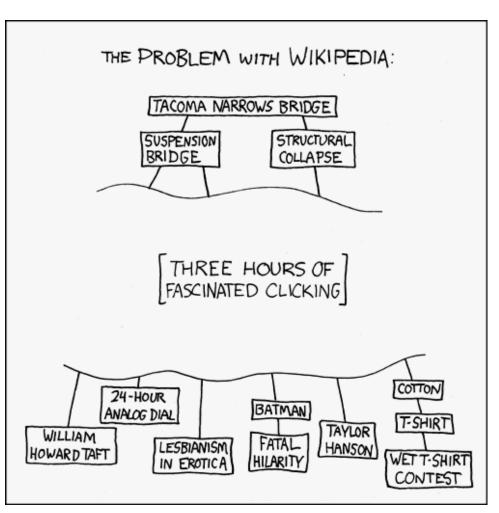
Mailing List Archives

Creating a bot subscribed to the lists to start archiving.

Collecting old emails we all have been saving and storing.

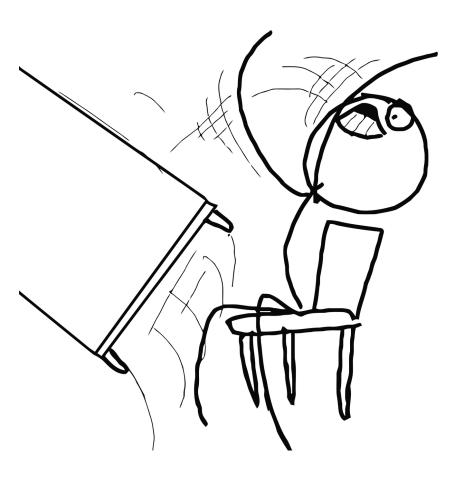


Wikis



- https://github.com/ESGF/esgf.github.io/wiki
- Out of date / not well maintained
- Github has been an improvement
 - (from my point of view)
- Content Management System?
 - We left Moin Moin.
- Confluence?

Face to Face Thus Far



- Documentation
 - https://github.com/ESGF/esgf.github.io/blob/ master/README.md
- Installing
 - https://github.com/ESGF/esgfinstaller/wiki
 - Workshops?
- Uptime
 - Better communication
 - Email list?
 - Website banners?
 - Node banners?

Links

- Mailing Lists
 - esgf-user@lists.llnl.gov
 - esgf-devel@lists.llnl.gov
- Website
 - http://esgf.llnl.gov
- Wikis
 - General: https://github.com/ESGF/esgf.github.io/wiki
 - Installer: https://github.com/ESGF/esgf-installer/wiki
 - drslib: https://github.com/ESGF/esgf-drslib/wiki
 - Search: https://github.com/ESGF/esg-search/wiki
 - Dashboard: https://github.com/ESGF/esgf-dashboard/wiki
- Document Links
 - https://github.com/ESGF/esgf.github.io/blob/master/README.md