Improved usability and support
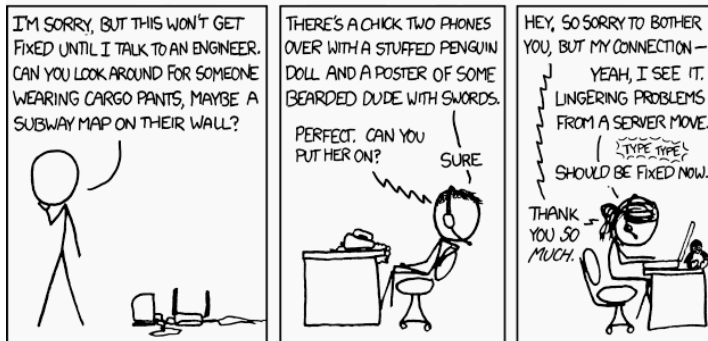
- Documentation: developers don't write it, and users don't read it.
- Wiki is sad ☹
- Askbot is sad ☹
- Mailing list is sad ☹
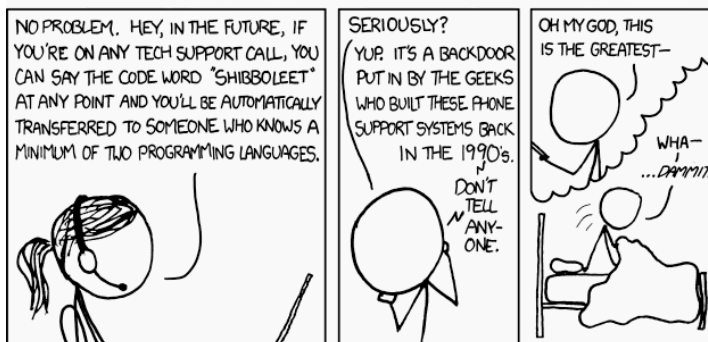- User support needs more focus
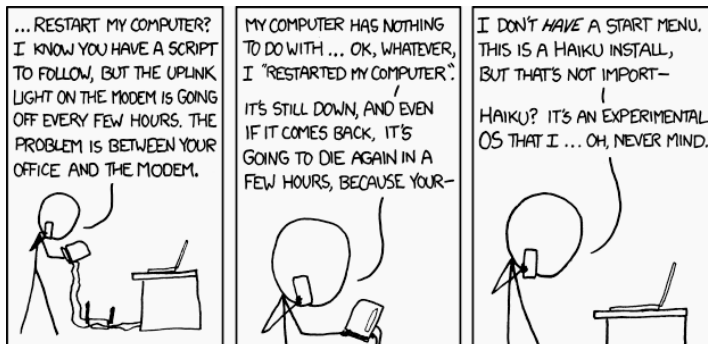
ESGF Support Working Team

- 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

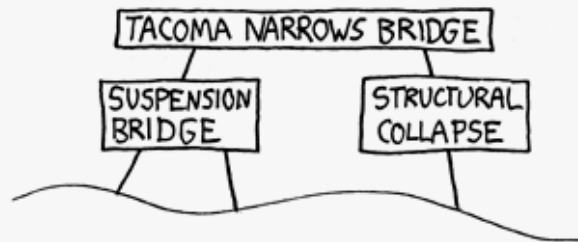 ↗ Developer, Publisher, SysAdmin, Researcher…

Mailing List Archives

↗ Creating a bot subscribed to the lists to start archiving.

↗ Collecting old emails we all have been saving and storing.

↗ Create or find a web interface / searchable application (Google indexing is a must)
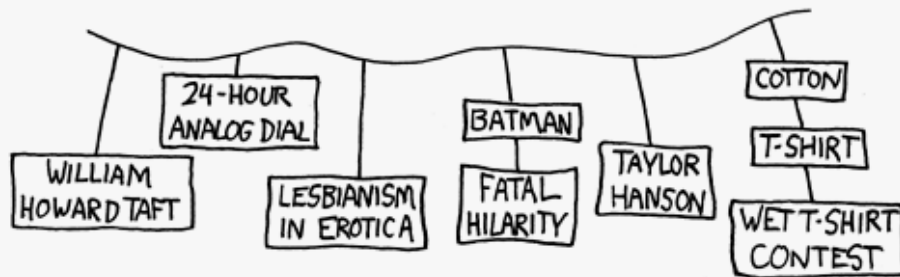
Wikis

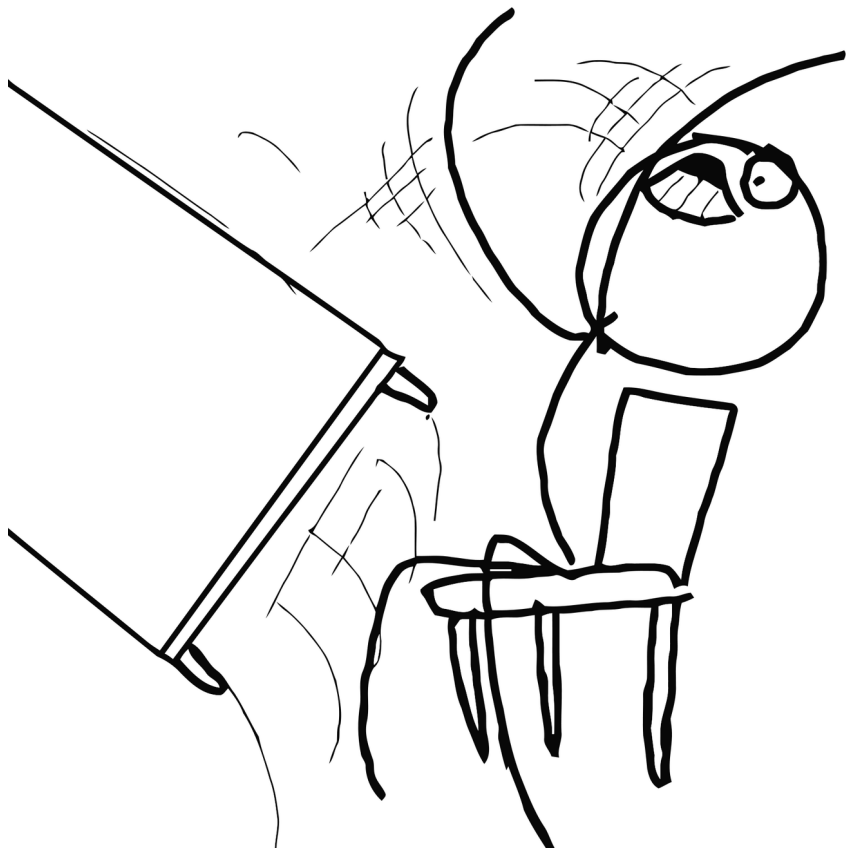THE PROBLEM WITH WIKIPEDIA:

- ↗ 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- ↗ Out of date / not well maintained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/esgf-installer/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