AeRO User Support Working Group

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Survey Results

Catalogues of eResearch tools and services expanding work by eg CAUDI... 224.11
Development of eResearch skills - access to discipline specific and t... 192.86
Managing eResearch software as infrastructure 192.39
Help-desk services supporting researchers across all eResearch services 192
Marketing and cultural change - co-ordinate efforts to raise the visi... 186.36
Business models for sustaining eResearch services over the long term 161.11
A communications network amongst eResearch Service providers 160.65
Sharing information on courses and course material relevant to eResearch 102.89
• Discussed how to address two interrelated top priority areas:
  – A Catalog of eResearch Services
    • How can researchers discover services?
  – User support
    • How can research users be provided with user support and help desk services?

• Working groups were established to pursue each of these topics
User Support WG - AUSWG

- Many eResearch services currently being developed by “projects”
  - Led by research groups, will go away, no possibility of funding for user support, etc...
- A complex landscape of service developers and providers
- Recognition that co-ordinated approach leads to a more cost effective, better user experience
- Recognition that currently, most Uni help desks are not able to do much to support most eResearch services provided by external suppliers
• **Self-Support (Tier 0)** is not “mature” for most eResearch services;

• **Help Desk (Tier 1)** is largely provided by universities. These help desks are mature in operation, but lack the information to support most research services provided externally

• **Tier 2 and Tier 3** are scattered or non-existent
Vision for the future

- **Tier 0**: Use case scripts for 80/20 resolution, known problems, knowledge base for 20-50 providers with 5-20 use cases supported.
- **Tier 1**: Lead end-to-end management.
- **Tier 2**: Peer-to-peer Tier 2 problem solving with other Tiers.
- **Tier 3**: High volume use cases for Tier 0 usability, specialized skills, key man dependencies, proactive service event communication.

**Collaboration**: Service catalogue, ticketing system, wiki, forum, IM, knowledge base.
Elements of the Solution

• Maximise opportunity for researchers to “self-support”
• Provide a framework/toolkit for service developers assist support through third party (university) help desks
• Linked up Tiers of support: provide third party help desks the means to
• Opportunity to leverage the funding of the AAF User Support Project
Elements of the Solution - 1

• Aim to maximise the opportunity for researchers to self-serve support (tier 0)
• Better designed and engineered eResearch services to reduce support workload at each level
  – Easy to use services require less user support
    • Considered user experience design
    • Sufficient testing prior to deployment
• Researchers locate services as much as possible through the Research Services Catalogue (see next WG discussion)
• Encourage and support crowd-sourced support
Elements of the Solution - 2

• **Aim to enable Tier 1 support to occur at any level that wishes to provide it**

• Researchers will look to a number of help desk options for Tier 1 support:
  – University Central ITS
  – Faculty IT
  – External service providers
  – Friends and colleagues – the user community
  – Whoever walks past

• **Establish knowledge base and process for escalation**
  – Eg using “Knowledge-Centered Support (KCS)” techniques
  – Develop checklists for new service providers
  – Develop training programs for support staff
  – Develop standard escalation paths
Elements of the Solution - 3

• Linked up Tiers 1-3 of support
  – Shared support knowledge base
  – Common understood process for escalation and resolution
Proposed work program

- Develop Service Usability to increase researcher self-support at Tier 0
- Develop Joined-up Tiers 1-3 for Research Support: knowledge base, tools, proactive event protocol
- Develop Inclusive Support to accept new research domain services such as NeCTAR VLs
## Work breakdown

<table>
<thead>
<tr>
<th>Activities</th>
<th>Cost</th>
</tr>
</thead>
<tbody>
<tr>
<td>Program Manager - Run the project</td>
<td>$125,000</td>
</tr>
<tr>
<td>User support team – part time secondments - User support Partnership and Practices Framework – developing consistency in user support, building on the AAF model: - event communication protocol, Tier 1 training and tools framework and toolkit. Establish model for service provider entry to the partnership and user support for their services</td>
<td>$125,000</td>
</tr>
<tr>
<td>User Experience Expertise - Improve researcher self service and usability of prioritised services</td>
<td>$150,000</td>
</tr>
<tr>
<td>Other - Travel, Equipment, comms etc</td>
<td>$100,000</td>
</tr>
<tr>
<td>Total</td>
<td>$500,000</td>
</tr>
</tbody>
</table>
Status

• Report and proposal prepared and is available for AeRO, CAUDIT and other interested parties to consider

• Suggested work program comes to $500k

• Ideally, activity starts by 1Q 2013
  – Many eResearch services being developed now, don’t want to miss the boat.
Next steps?

• Circulate the concept document to interested parties
• Identify more clearly how the partnership with the AAF User Support Project will work
• Prepare a more detailed “value proposition”
• Find the money to do it
  – Universities, AeRO members, national programs
• ... then GO.
Thankyou

AUSWG Members

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Neil Thelander (QCIF)
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