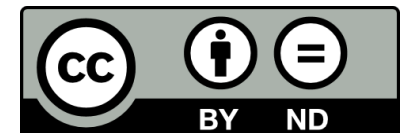


EOSC Portal

New value for researchers

The EOSC Future project is co-funded by the
European Union Horizon Programme call
INFRAEOSC-03-2020, Grant Agreement 101017536





Agenda

Introduction/overview

User requirements and value proposition

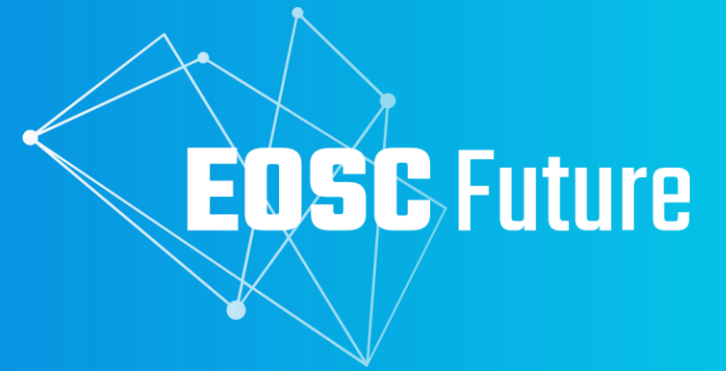
New features of the user interface

Examples of interoperable components

EOSC Explore

Perspectives on further contributions to the value of EOSC

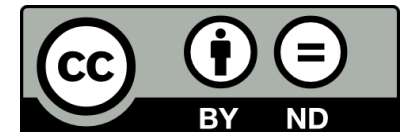
Conclusions/next steps



User requirements and value proposition

Anca Hienola
Finnish Meteorological Institute


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Front office - before



Simple system
Discover, find info, browse,
receive recommendations



User unfriendly
Illogical, unintuitive


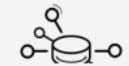






Three components
EOSC Portal
Catalogue and Marketplace
Recommender system

EOSC Portal - A gateway to information and resources in EOSC

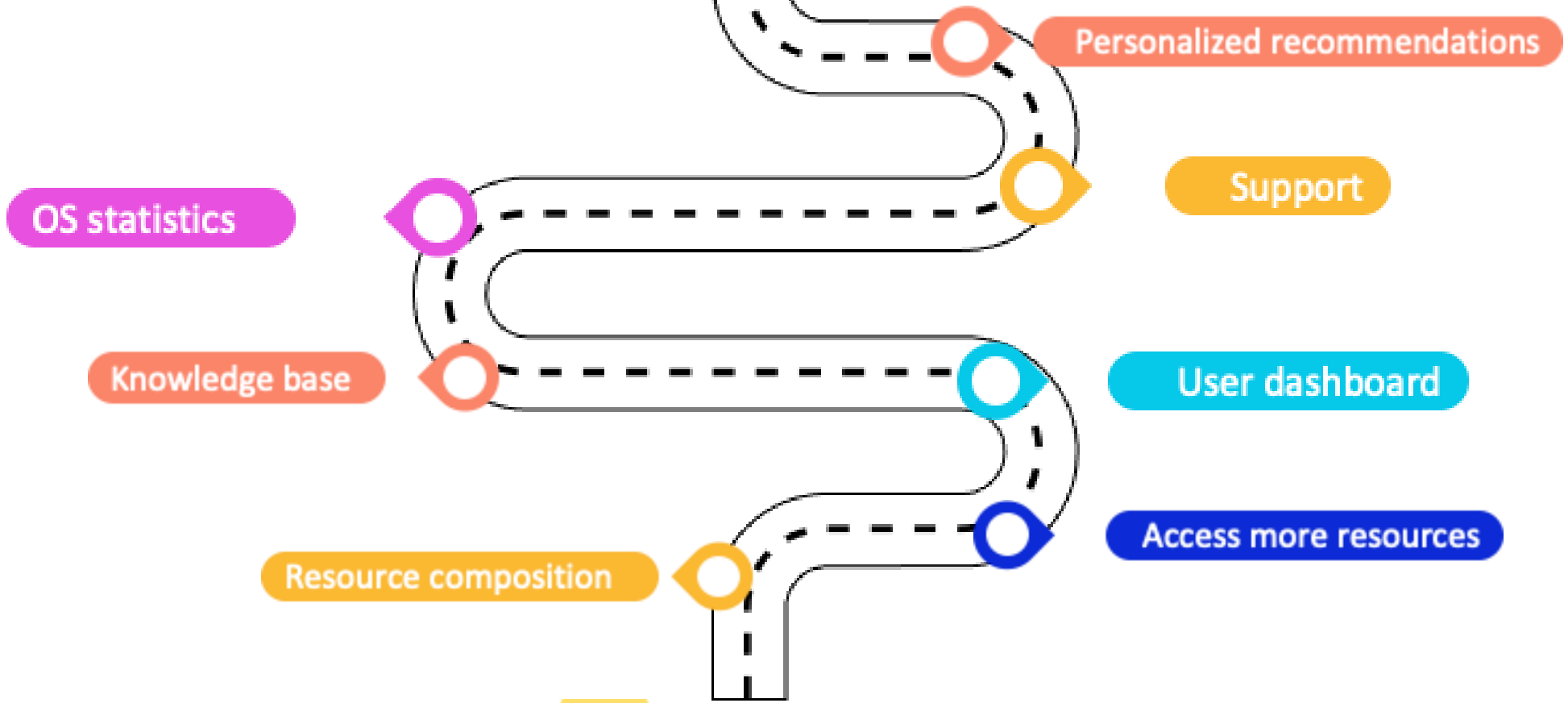
Access the EOSC Portal Catalogue & Marketplace

Scientific Domains Categories

 Access physical & infrastructures	 Aggregators & Integrators	 Process & Analysis
 Security & Operations	 Sharing & Discovery	 Training & Support



Front office - the roadmap



User unfriendly
Illogical, unintuitive

Requirements themes

Universally accessible
data/easy search & find

Data Inclusion



Enhanced Discovery

Intuitive search &
browse resources

Training catalogue
Learning platform

Knowledge Hub



User Dashboard

Contains (possibly)
relevant elements

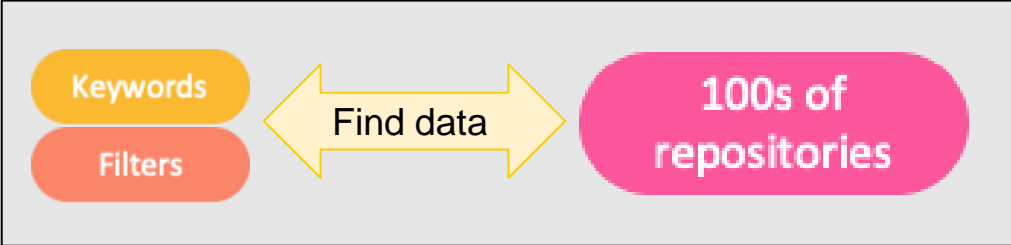
Based on
multi-focal
perspective

Recommender
System



Data Inclusion




















Data inclusion refers to an EOSC service that makes research data universally searchable, findable and accessible

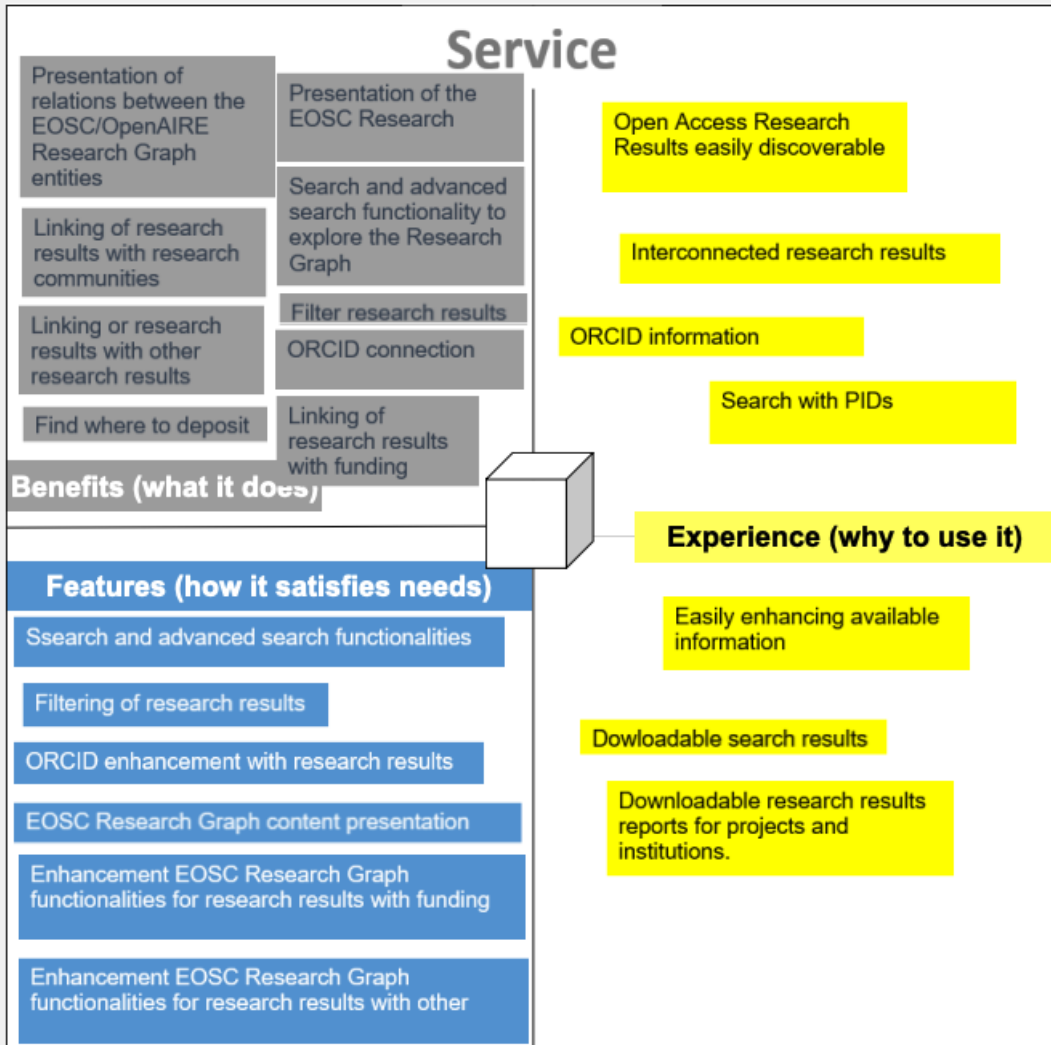


- Two focus group sessions:
- April '22
 - June '22
 - Researchers habits for data discovery
 - Find data in EOSC-portal
 - Criteria for finding data
 - Filters used
 - Terminology

April '22

June '22

Find EOSC portal	22% - EOSC Association 56% - EOSC Portal 11% - EOSC Marketplace; 11% - other websites.	
Search for a specific dataset		
Overall experience		60%  20%  20% 
Usability		80%  20% 
Terminology		40%  40%  20% 
Satisfaction on data finding		60%  40% 
Reuse of service		40%  60% 



Company	OpenAIRE AMKE (Non Profit Partnership)
Product	Explore
Ideal Customer	Researchers

Substitutes	<ul style="list-style-type: none"> Google Scholar lens.org CORE Semantic Scholar Google Dataset Search
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Enhanced discovery

In the context of product and interface design, discoverability represents the degree of ease with which the user can find all the elements and features of something new when they first encounter it.



One focus group session:

April '22

- Easiness to find, access and use resources
- Presentation of content (categorization, labeling wording etc.)
- Overall satisfaction

April '22

Search for a specific service		
Usability		
Terminology		
Categories	Old	Proposed
Overall experience		

Access the EOSC Portal Catalogue & Marketplace

Scientific Domains

Categories



Access physical & einfrastructures



Aggregators & Integrators



Process



Security & Operations



Sharing & Discovery



Training

What do you want to do today?

Browse by research activity

Browse by scientific domain



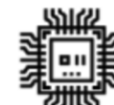
Discover research outputs

Find datasets, scientific publications, software...



Publish research outputs

Store, backup, archive your data, publications, software



Access computing and storage resources

Find HPC, IT centres for science, cloud computing, cloud container computing, online storage



Process and analyse

Verify, organise, transform, integrate, and extract data in an appropriate output format software service



Access research infrastructures

Find environments delivered by scientific clusters or RIs that will equip you with all tools needed for a dedicated research use case



Manage research data

Find robust, feature-rich and user-friendly services to manage your data



Access training material

Find lessons, courses, videos



Find instruments & equipment

Find research instruments and scientific equipment

temporary icons



Value proposition canvas

Notify guest/unauthenticated users.

LOG IN to receive better recommendations

Why a recommendation was made

"Based on your search/field of science..."

"Other users in your field used..."

Quickly access personalized recommendations

User being able to quickly identify additional discoverability perks when he registers for an account

User dissatisfied with anonymous suggestions

The recommendations are not related to the users domain .

Many users are not familiar with the concept of recommendations (and added benefits) and just use search (ref: focus group 1 results)**

Increase transparency and user confidence on presented items

How is the user represented ? How are my data used ?

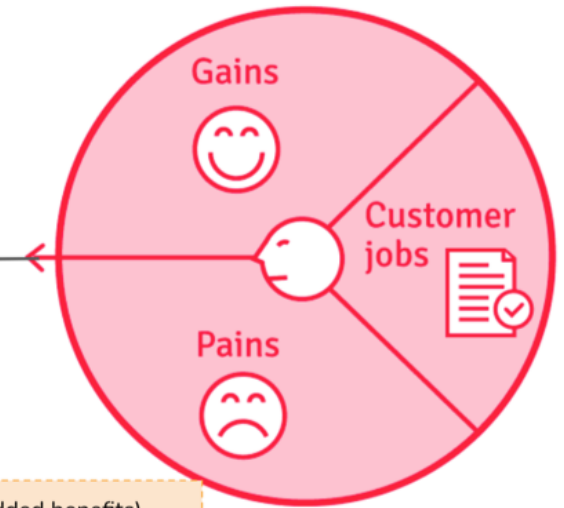
Difficult to understand why these suggestions are made

How to develop targeted interventions to prevent the unknown recommendations

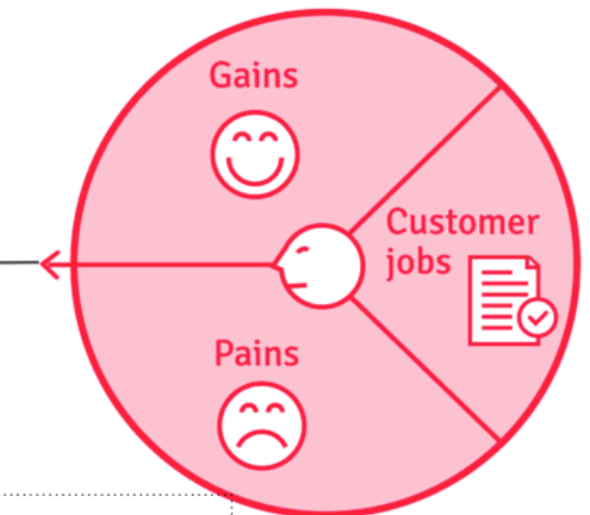
Which are the options of the system? Justification of system prioritization of options. Why this option is the best?

THEY don't know the recommender

Customer Profile



Customer Profile





Value proposition canvas

Optimize no results page

Similar or partial matches should be recommended

Support for User Curated Content.

Allow users to display profile

Avoid dead ends in exploration of content

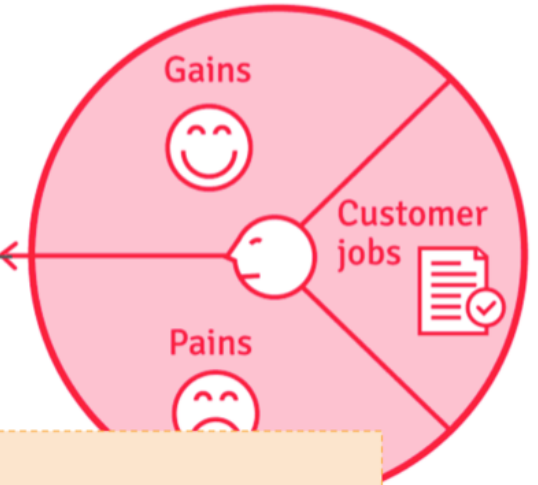
Keep User engagement High

User might miss offered services due to wrong queries

from focus group:

"I wrote a word and did not find something"

Customer Profile



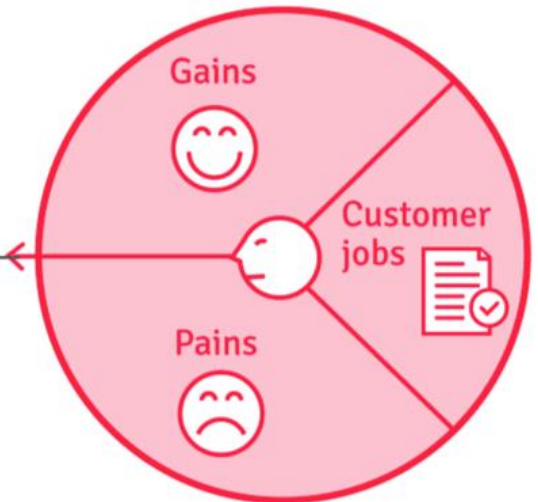
Build proven pipelines for research

Explore tested recipes

Inexperienced users find it difficult to collect the set of services tailored to their needs

The list of service offerings is overwhelming

Customer Profile





Value proposition canvas

Enrich items with AI generated tags

Tags can be used by analysing trends, styles and users' behaviour.

Avoid technical jargon

AGGREGATORS and INTEGRATORS????

users find resources no matter how they search.

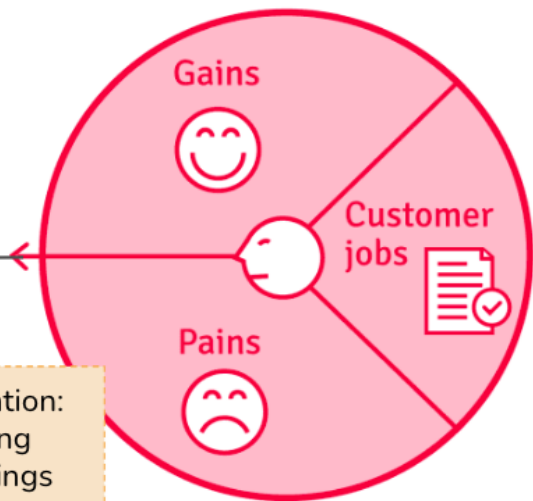
find interesting filters based on existing user interaction and trends

user doesn't find existing filters interesting or helpful

Customer Profile



Customer Profile



Ability to easily identify items of interest behind categories and descriptions

non-IT user finds difficult to understand IT speak terms on the website

not familiar to me

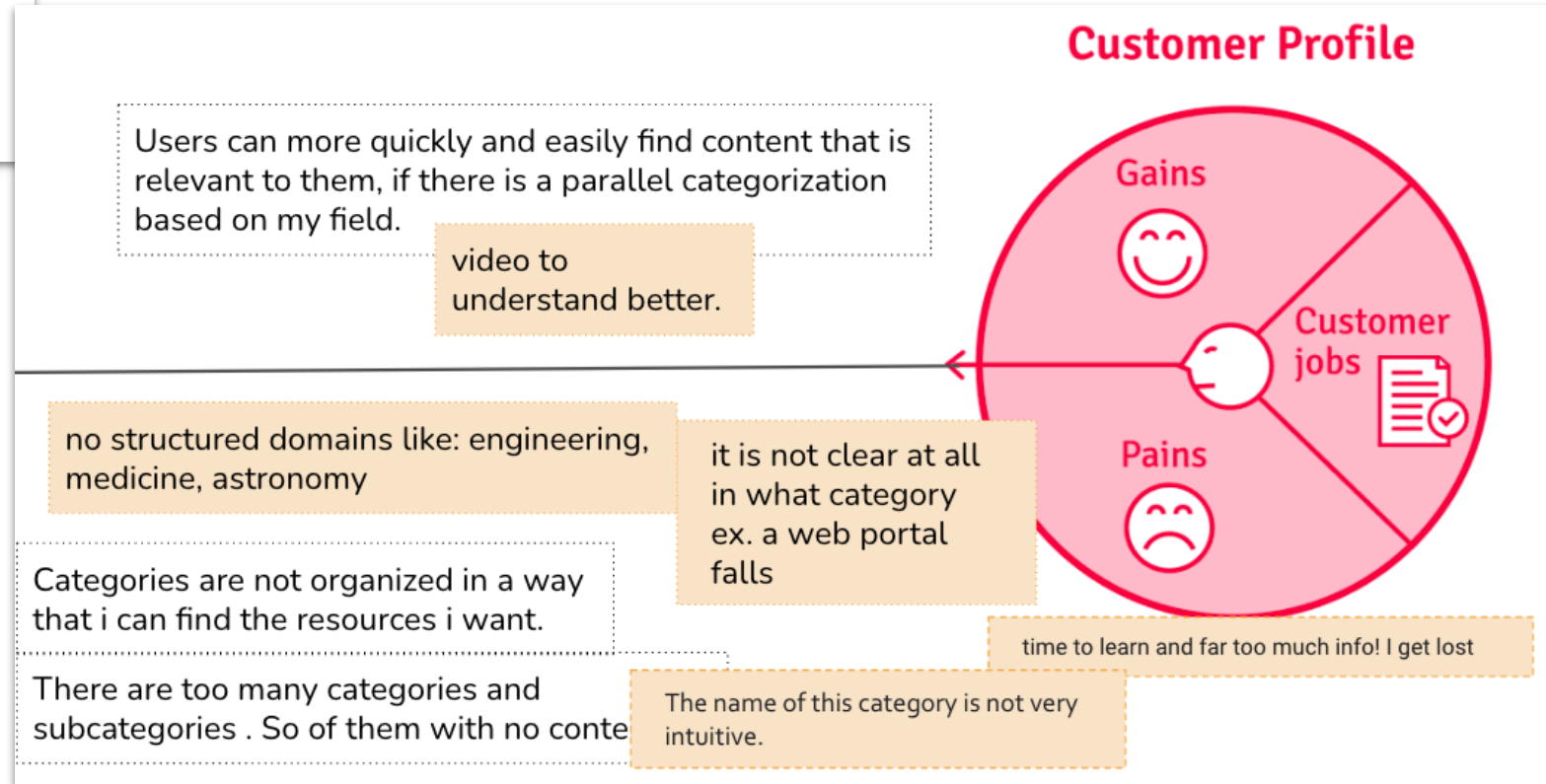
misleading information: It must be something that aggregates things up, how this makes sense is another topic.



Value proposition canvas

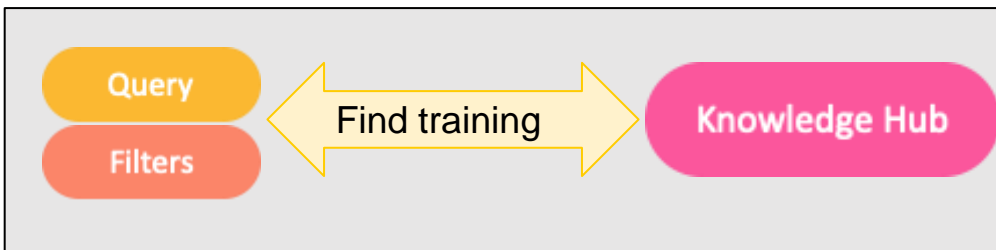
Provide new categorization

SAY NO
to aggregators and integrators!



Knowledge hub

Consists of Training Catalogue (collection of training resources with 3 components) and Learning Platform (execution environment for interactive course materials)



Two focus group sessions (exploratory and in depth):

March '22

- What are the training needs
- Finding training material in general
- Best functions

September 2022

- Test beta version
- Provide **The good, The bad, The recommendation**

Training catalog filters

The good

- do like results open in new tab
- Nice layout and reactive interface
- The filters are reorganised according to previous selections
- Easy to use interface
- Duration and created date format
- Easy to use, responsive, multiple useful filters.

The bad

- Target groups: you list all the groups together. Separate them, instead of grouping them
- unable to sort a certain filter e.g. 'newest first', 'shortest first'
- there is no subject-specific filters or discipline-specific ones. If you want to keep using keywords for that, maybe allow a link to a keyword/tag-cloud or something like that so users can browse for specific content.
- Force consistent use of metadata. Now you have "text", "Text" as 2 filters. Use consistent vocab.
- The "Created on" filter should contain only year. Month and day not really necessary.
- The tabs for Access training and direct download lead to the same page of the resource. So maybe only one tab is sufficient. This happens for most training resources.
- unable to sort search results
- Maybe another filter for access rights: open access or login required.
- Created on is not such a relevant filter, unless you organize it in years. Better to add a sort option to filter on the most recent, most relevant ...

The recommendation

- Show less/more doesn't actually check if the text is longer or not than the text it is showing
- Once users enter a item (training resource), I don't understand About and Details menu options, they are almost the same
- Update EOSC logo ;)
- Add a "Clear all filters" button
- "Created on" should allow an interval rather than clickable single dates ; OR years
- Not filter related, except if this is to become a filter, but make metadata consistent: now you have CCBY 4.0, CC-BY-4.0, Creative Commons Attribute ...
- Provide sort options. For example sort on most recent
- If you de-select a filter it vanishes from the list apparently (or it goes down in the list and is not visible anymore), which is confusing. Maybe leave the specific filter, even after deselection
- Controlled lists for metadata to make them consistent
- would be nice to have a search box at the filter options, eg. type 'en' into language filter, and all 'en', 'eng', 'eng,spa', 'en,es' should be selected
- also curation-related: maybe use ranges for some filters (e.g. duration 1-15 min)

Value proposition canvas

BENEFITS

- One stop weblink
- Easy to use

EXPERIENCE

- Free
- Open access
- Easy to use
- Content relevant
- Is clear

FEATURES

- Static page with clear links
- Search training catalogue
- Access to e-learning portal
- Proper filters
- Helpdesk



User dashboard

User dashboard is a user-centric space including relevant elements for the user activity in the front office

My resources

My projects

Personalized recommendations

One focus group (survey)

May 2022

- Collect info about the user profile
- Important features in User Dashboard
- Mock-ups of proposed designs

Your EOSC dashboard



John Smith
john.smith@domainname.com

[Your profile settings](#)

YOU ARE INTERESTED IN:
Cloud Computing, Natural Sciences Data Analysis, Data Management, Measurement & Materials Analysis, Clinical Medicine, History & Archaeology, Cloud Computing, Natural Sciences Data Analysis, Data Management, Measurement & Materials Anal and 6 more...

11 projects
[view all](#) [add new](#)

25 favourites
[view all](#)

STAY UPDATED

[Show all](#)

PROJECT
You have new message from EOSC Expert in your Test project

STATUS CHANGE
Your resource "Sample resource" status: under review

PROFILE
You have changed some information in your profile

ORDER
Add your opinion to order.

ORDER
You have new message from resource provider to order.

RECOMMENDATION
New publication from your categories of interest is available.

Recommended resources

[Browse recommended resources \(20\)](#)

Lorem ipsum dolor sit amet enim
★★★★★ (5)

A Comprehensive and collaborative environment to collect, harmonize and analyse fisheries and stock data.
Organisation: BlueBRIDGE

Lorem ipsum dolor sit amet enim
★★★★★ (5)

A Comprehensive and collaborative environment to collect, harmonize and analyse fisheries and stock data.
Organisation: BlueBRIDGE

Lorem ipsum dolor sit amet enim
★★★★★ (5)

A Comprehensive and collaborative environment to collect, harmonize and analyse fisheries and stock data.
Organisation: BlueBRIDGE

Recommended publications

[Browse recommended publications \(12\)](#)

Lorem ipsum dolor sit amet enim suspendisse a pellentesque dui
Published: 10/1/04
OPEN ACCESS GERMAN

ELorem ipsum dolor sit amet enim suspendisse a pellentesque dui
Published: 10/1/04
OPEN ACCESS GERMAN

Lorem ipsum dolor sit amet enim suspendisse a pellentesque dui
Published: 10/1/04
OPEN ACCESS GERMAN

Popular articles

[Browse popular articles \(12\)](#)

Lorem ipsum dolor sit amet

Lorem ipsum dolor sit amet

Lorem ipsum dolor sit amet

Value proposition canvas

SERVICE

BENEFITS

- One place to access everything
- Enhance collaboration in "Projects"
- There is no place like home

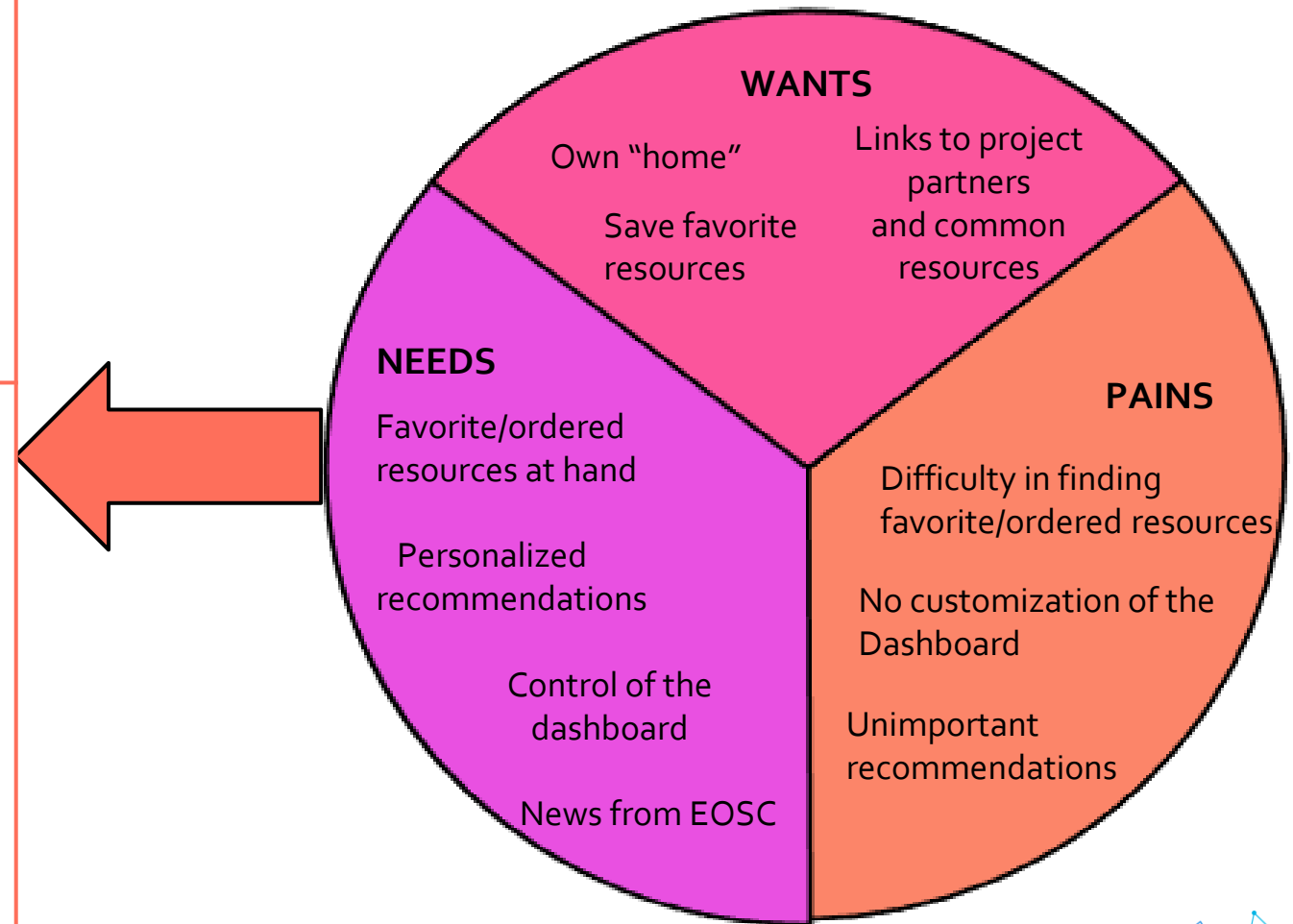
EXPERIENCE

- Free
- Easy to use
- Customizable (content and recommendations)
- Brings comfort

FEATURES

- Make it your home
- Links to what is important
- Recommendations for services, training, publications, data, software of their choice
- Gather participants & common resources in "Project"
- News/Top trending
- Funding opportunities

CUSTOMER



Recommender system

The Recommender System provides EOSC users with recommendations concerning resources that could be of interest, based on a multi-focal perspective.

Improve UX

Suggest other resources

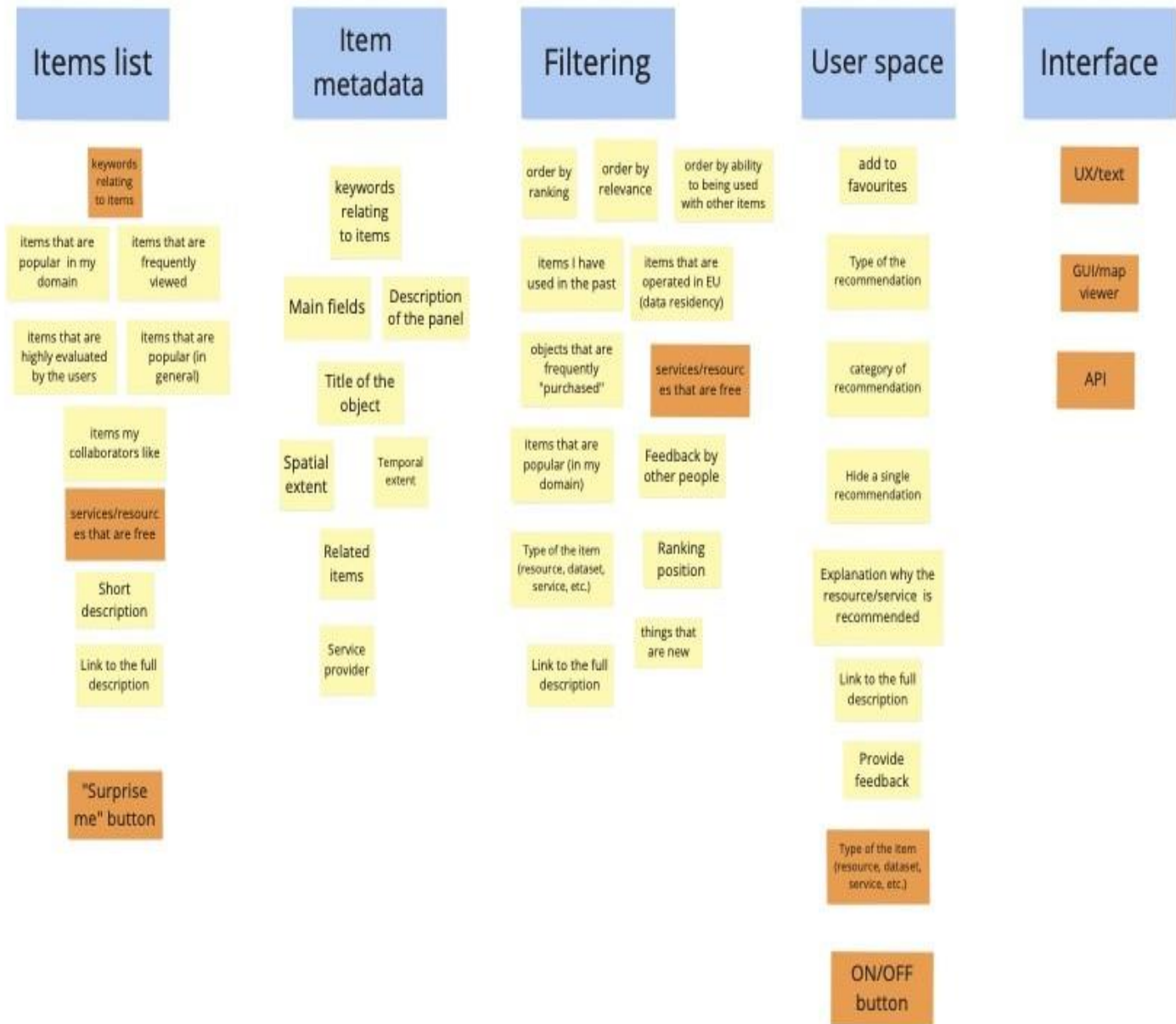
One focus group & 6 interviews

March 2022

- Identify concepts relevant to RS
- Categorize the concepts
- Sort concepts by importance

May '22

- Relevance/usefulness/importance of recommendations
- Alignments of recommendations with search
- Presentation of recommendations



Value proposition canvas

SERVICE

BENEFITS

- Recommendations tailored for User's needs
- User does not need to specify the needs explicitly

EXPERIENCE

- Helpful
- Focused
- Welcome

FEATURES

- Add to favorites
- ON/OFF for categories or all recommendations
- Feedback: evaluate the recommendations
- Explanation for the recommendation

CUSTOMER

WANTS

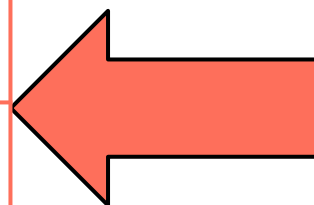
- Find relevant resources
- Discover new areas of interest

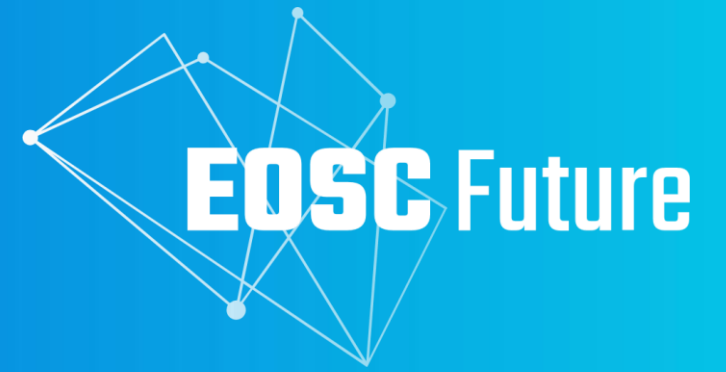
NEEDS

- Control over recommendations
- Recommendations by category
- Save interesting recommendations
- Why this recommendation?

PAINS

- Too many recommendations
- Recommendation out of scope
- Recommendations are annoying





Thank you!

Any questions?

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