



The value of research support networks for the uptake of EOSC

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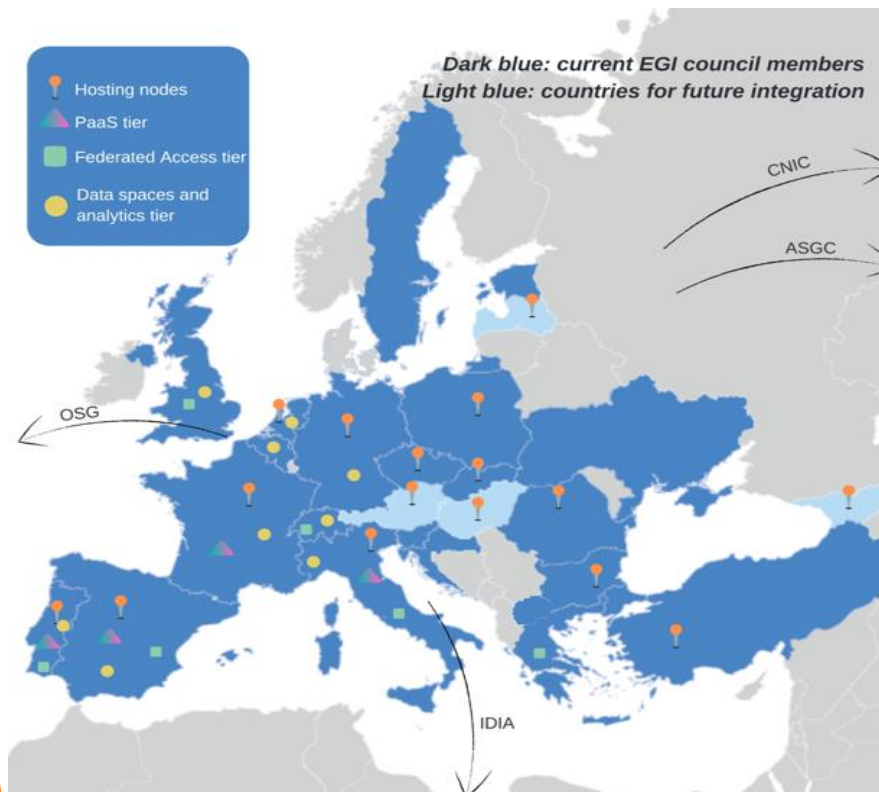


EGI-ACE receives funding from the European Union's Horizon 2020 research and innovation programme under grant agreement no. 101017567.

- Overview of the EGI-ACE project
- The EGI research support network
- Value / Achievements / Impact
- How to evolve this support network in EOSC

EGI-ACE = EGI H2020 flagship project because...

EGI Advanced Computing for EOSC (European Open Science Cloud)



Consortium:

- Coordinator - EGI Foundation
- 33 Partners, 23 third parties

Services:

- EGI Services for Research
- EGI Services for Federation
- EGI Services for Business

Scope:

- 49% service delivery (Virtual Access)
 - Support is key for the uptake!
- Co-development of services with research communities

Duration:

- Jan 2021 - June 2023 (30 months)

EGI-ACE service delivery activities

Data Spaces and Analytics
Data and thematic data analytics and processing tools

Platforms
generic added-value platform level services

Federated Access
Federation-wide management of data and computing

Federated Resources
Compute and storage facilities

Service Management, Tools, Processes, Policies

Thematic application services (incl. Data Spaces)

Platform services

Infrastructure services

eosc Marketplace

Scientific users



ICT users

- **Services on-boarded in EOSC:**
 - **35** services from the consortium
 - **8** services from external providers – empowered by our services
- **Integration of Thematic Services:**
 - **15 Thematic Services (VREs, Data Spaces)**
- **Num. of users of EGI-ACE services:**
 - **76,000** on Thematic Services
 - **1,300** on the Platform and Infrastructure services

Single users,
small groups (Long tail)
Experimental users

 **eOSC**
Users

International projects
Multi-national communities
Research Infrastructures

35 services
80 million CPUh
250,000 GPUh
20 PB storage

Business-to-User

Business-to-Business

EOSC Portal

- Ready-to-use resources/services
- Self-service configuration
- Short term engagement

<https://marketplace.eosc-portal.eu/>

EGI-ACE Open Call

- High capacity demand
- Custom configurations
- Long term engagement

<https://www.egi.eu/egi-ace-open-call/>

Continuously open, Cut-off dates every 2 months

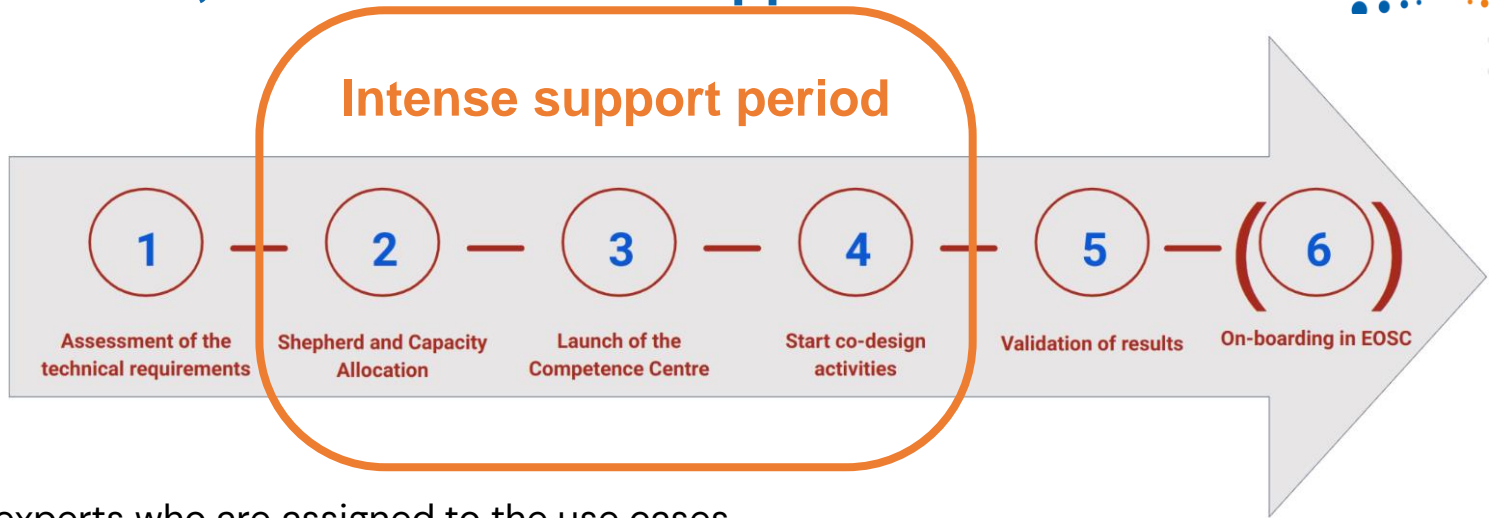
Scalable, distributed user support



EUROPEAN OPEN
SCIENCE CLOUD



Open Call



Shepherds

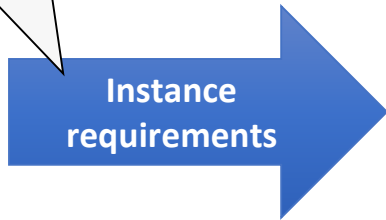
- Technical experts who are assigned to the use cases
- Responsibility:
 - **Manage** the implementation of the use case,
 - **Monitor** the Use Case status and potential problems, and
 - **Report** about achievements, lessons learnt and other outcomes.

Competence Centres

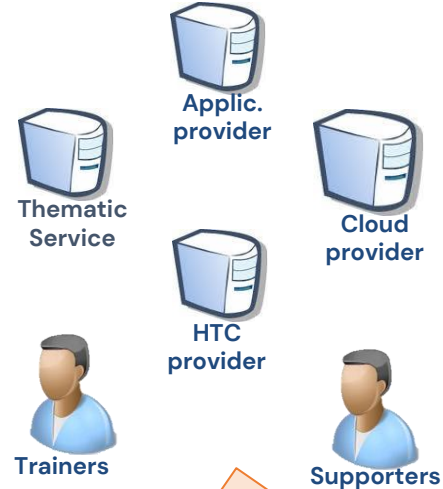
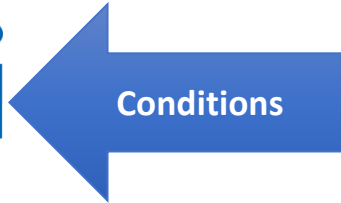
- Scalable and distributed structure
- Brings the right expertise for each use case
 - Service and resource providers
 - Technical experts, and
 - Observer parties

Allocating services and supporters

Type, number, size, cost, availability, etc.



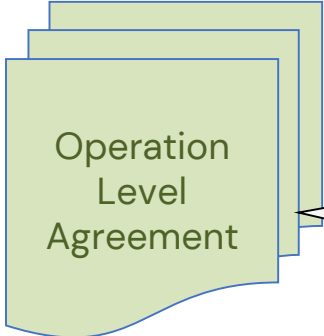
Matchmaker



User / Representative

Regular satisfaction interviews

Ensure satisfaction, capture achievements, record feedback



Ensuring that agreed targets are met

Regular service delivery reports

Statistics about scale



- **Num. of scientific use cases received/served:**
 - **42** scientific use case applications received via the EOSC Open Call
 - **38** scientific use cases served.
- **Num. of service orders served:**
 - **113** service order requests via the EOSC Marketplace
- **Other statistics:**
 - **11** (resource) and **7** (service) providers involved in the support
 - **20M+** million of CPU/h consumed
 - **20** Shepherds from **7** organizations involved
 - **22** scientific publications “sponsored” by the project
 - Average **1–2** months to kick start Competence Centres and co-design activities
 - **3** new Platforms on-boarded in EOSC



Main messages



- The EGI-ACE scalable, distributed user support network
 - Bridge Open Science Users and Service Providers



Blueprint for a broader distributed user support network in EOSC

- What would EOSC need to reach such a broad network:
 - **Database** of *supporters* from the main EOSC provider entities
 - **Create** a channel towards users to submit requests for support
 - **Launch** “*Competence Centres*” for each incoming request
 - **Assign** a *network coordinator* to the support network
 - **Continuous training** for the *supporters*



Thank you!

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