The value of research support networks for the uptake of EOSC

Giuseppe La Rocca,
Community Support Lead. at EGI Foundation

giuseppe.larocca@egi.eu

EOSC Symposium, 14-17 November, 2022, Prague
Outline

● 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

---

**Thematic application services (incl. Data Spaces)**

**Platform services**

**Infrastructure services**
EGI-ACE impact on EOSC

● 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
How users reach us

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

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


**EGI-ACE Open Call**
- High capacity demand
- Custom configurations
- Long term engagement

- [https://www.egi.eu/egi-ace-open-call/](https://www.egi.eu/egi-ace-open-call/)
  
  Continuously open, Cut-off dates every 2 months
**Scalable, distributed user support**

**Intense support period**

1. Assessment of the technical requirements
2. Shepherd and Capacity Allocation
3. Launch of the Competence Centre
4. Start co-design activities
5. Validation of results
6. On-boarding in EOSC

---

**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.

User / Representative

Instance requirements

Service Level Agreement

Ensure satisfaction, capture achievements, record feedback

Operation Level Agreement

Ensuring that agreed targets are met

Matchmaker

Conditions

Foundation

Federation

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

Regular satisfaction interviews

Regular service delivery reports

Thematic Service

Applic. provider

Cloud provider

HTC provider

Supporters

Trainers
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!

Contact: egi-ace-po@mailman.egi.eu
Website: www.egi.eu/projects/egi-ace

EGI Foundation
@EGI_elinfra

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