

# Summary

## **User Support Training & Education**

# Participants

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# User Support

- Challenge to scale user support
  - New VOs & number of VOs (>150 in EGEE)
  - New users – induction & support
  - New application developers – induction & support
  - New staff
- VOs should be involved in first-level support
- Recommendation to provide information from support to M/W development
- Recommend information flow between support and E&T
  - Recurrent problems seen in support relayed to E&T
  - E&T identifies areas of complexity
- Comprehensive documentation need
  - For E&T and for users (developers & scientists)

# User Support 2

- **Cooperation needed between**
  - National e-Infrastructure support centres
  - And centres coordinating the federation of support
- **Consider the value of user lists**
  - For self help support and encouragement
  - Also wikis?
- **Extend the scope of support**
  - To all of the e-Infrastructure
  - E.g. data & information services, web 2.0, collaboration & communication (video-conference) services
- **Projects and Institutions**
  - Should budget for & provide user support

# Training & Education

- Accepted with one change recommendation
- Reviewed vision
  - Identified need for link to computation
  - Appropriate for application
  - E.g. Parallel Computation, Scientific Workflows or shared data sources
- Anticipate new Education methods
  - Shared resources per discipline
  - Exemplars, Exercises & Data
  - Opportunities to experience collaboration
- How do we make it happen in most member states?
- Teachers are key people
  - Support & Educate teachers

# Training & Education

- Support for teachers
  - Shared electronic libraries
  - Education of teachers
  - Preparation of a pool of data
  - Preparation of shared computational models
- Well-developed content is essential