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User Support Network Initiative

Alessandro Costantini,
on behalf of S4E T7.4

alessandro.costantini@cnaif.infn.it

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User Support Network

Is a **strategic initiative** designed **to improve the quality of support AND facilitate the adoption of open science practices**

- **Facilitates** the **sharing of information, expertise, issues** and related **solutions** among the members to improve the quality of support
- Helps the **dissemination of the Skills4EOSC outcomes and materials** to the **User Support Channels (USCs)***
- Does not provide direct support to end-users

***any group, team or even centre providing support to its users**



User Support Network

Primary objectives of the User Support Network

- **Helping supporters** to **improve their activities** by sharing experience, skills, issues and solutions with other supporters
- **Promoting Open Science** and **FAIR** principles

How

- **Collecting** information, experiences and **best practices** among the USN members;
- **Fostering cooperation** among the USCs joining the network;
- **Promoting activities** in **thematic fields** to provide resources and training;
- **Creating a common platform** for **sharing materials, knowledge** and **experiences**, with support of Skills4EOSC project



User Support Channels (USCs)

Either **formally or informally structured groups of experts** providing direct support at technical, operational or consultancy levels to researchers of a specific community, infrastructure, service or resource to use:

- **Specific computing resources**
- **Tools to access or publish data**
- **Artificial Intelligence tools or applications tailored to specific needs**

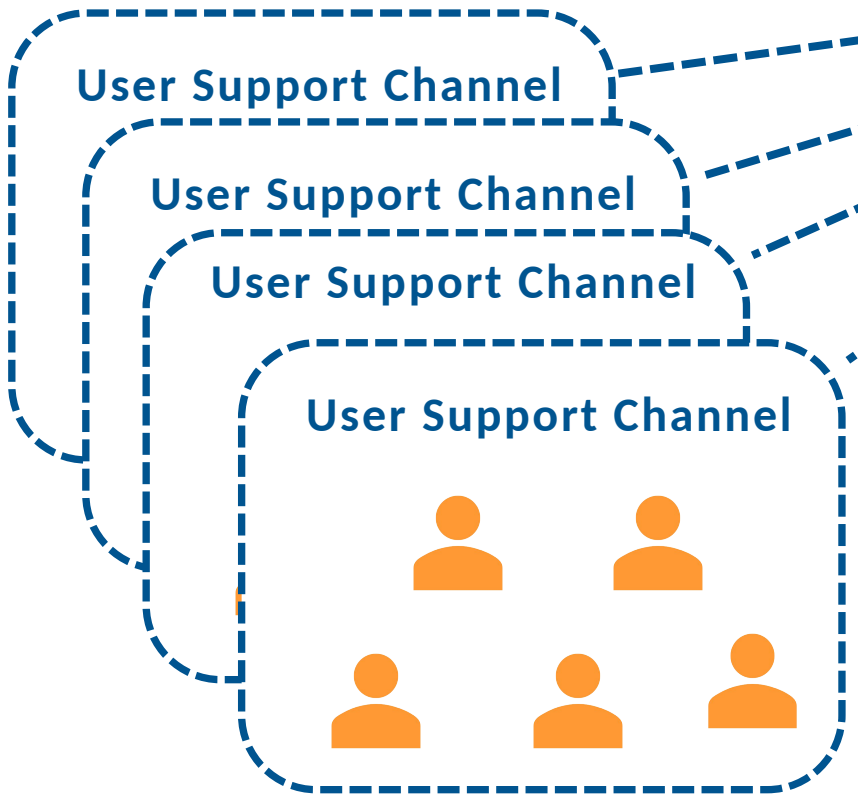
USCs usually **share best practices and experience**, encourage interdisciplinary activity, and promote a wide collaboration in **their own environment** via

- **training** to their target users
- operating **help-desks**

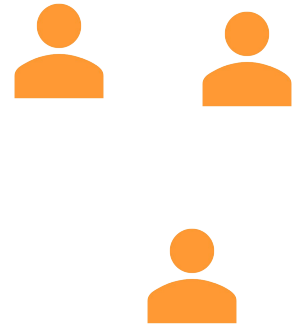
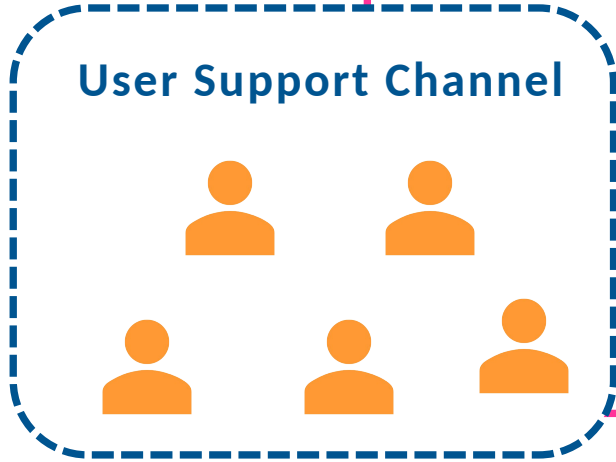
The USN aims at extending these activities in a **multidisciplinary environment**



Skills 4 eosc User Support Network



Skills 4 eosc Competence Center Node



USN members represent their USC's, not themselves as individuals

User Support Network: examples of activities and benefits

Knowledge sharing:

- **Activities:** Dedicated repository, online forums, and documentation to share information among the network members.
- **Benefits:** USC members gain access to a wealth of expertise.

Training and Skill Development:

- **Activities:** Collaborating to organise specialised training programs on the services made available by the USC, e.g., AI, HPC ,etc.
- **Benefits:** USC members enhance their team's skills, staying at the forefront of advancements in AI and HPC, etc.

Collaborative Projects and Resource Sharing:

- **Activities:** Fostering the collaboration among USCs on the respective topics, projects, sharing of best practices, and resources.
- **Benefits:** Promoting the engagement in collaborative projects, leveraging shared resources, and expanding the network of collaborators.

Not an exhaustive list

USN activities and services will be decided by the participants themselves and depend on their needs, willingness and availability

User Support Channels: the italian case

In Italy there are several institutions and infrastructures providing support to their users

- INFN DataCloud
- Several Research Infrastructures have their own support structure
- Many Research Institutions have their own support teams

They may be interested to join the USN to share their experience, improve their activities and define joint actions related to support and the promotion of Open Science



How to join and next events

- **How to Join the Network:**

- Complete the form provided via the ECSurvey
- <https://l.infn.it/15u>

- **Next events:**

- **1st half of June – Kickoff Meeting of the USN Initiative**

Your participation is valuable!

Will contribute to building a collaborative environment that supports researchers in overcoming challenges and fosters excellence in user support.

User Support Network (USN) contact

usnetwork-contact@lists.skills4eosc.eu



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Thank you! Questions?

Alessandro Costantini - alessandro.costantini@cnaif.infn.it