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- Skills for the European
- Open Science
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Wp7
European Competence Centres and user support network

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Objectives

A. **Map the scope and competences of existing national and thematic CCs and user support activities** in Europe and perform gap analysis on OS enabling practice to suggest possible improvements, also via exchanges between CCs

B. **Create a coordination structure among CCs** (i.e. governing boards and procedures) responsible for harmonising and keeping aligned their co-created products (e.g. curricula and certification frameworks, advanced learning environments, methodology for training of civil servants). **Agree on and deploy a set of shared and compatible IT services** to facilitate alignment, sharing and reuse of material, methodologies and best practices across CCs.

C. Create a **European network for user support** that relies on the competences of national and thematic CCs and other actors active in relevant Research Infrastructures and e-Infrastructures.

D. Set out a **sustainability strategy** for CC coordination, user support network and key outputs.

WP7 KEYWORDS

We will work on:

- COMPETENCE CENTERS
- USER SUPPORT
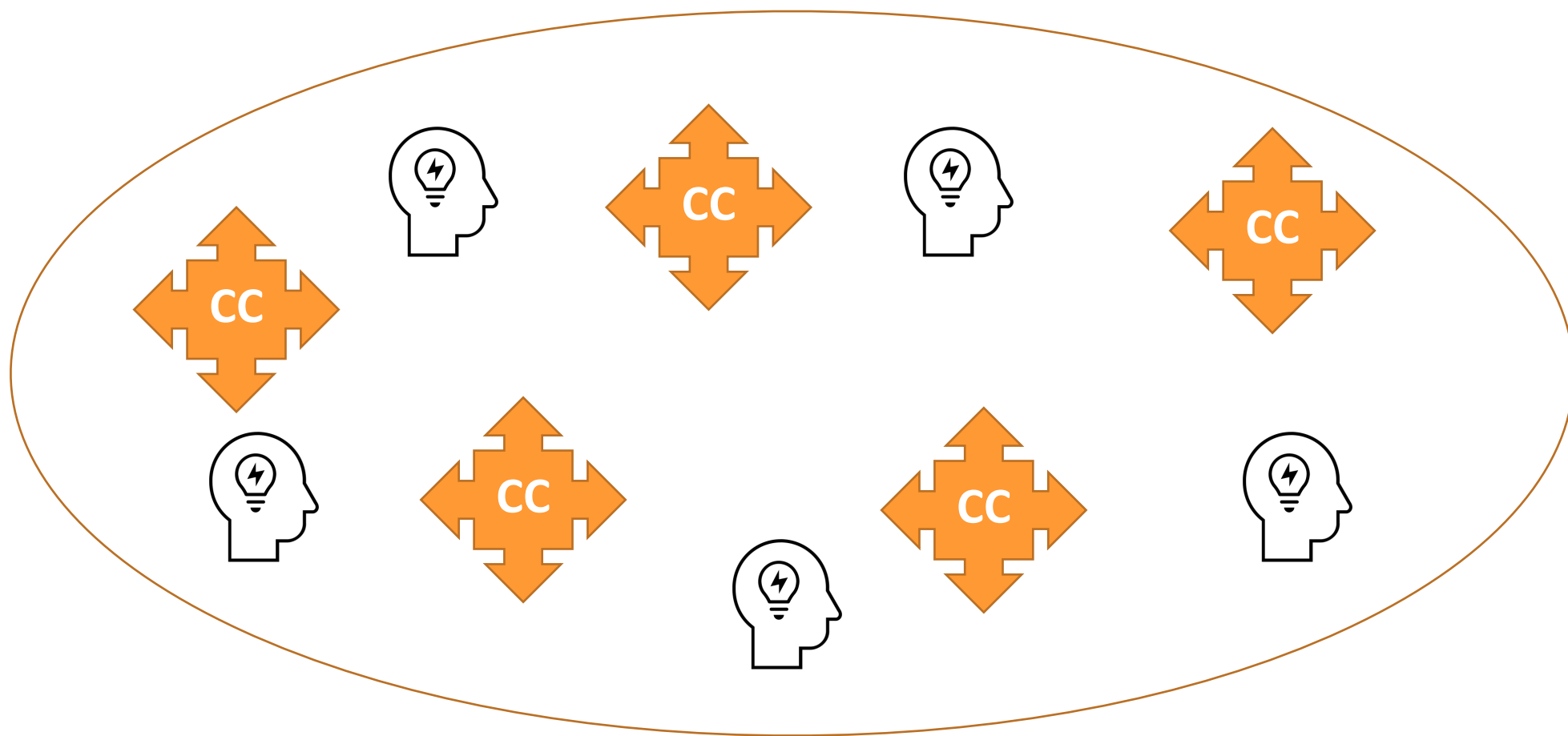
We have to:

- MAP CCs
- COORDINATE CCs
- CREATE US EU NETWORK
- ARMONIZE IT SERVICES
- CREATE A STRATEGY FOR THE FUTURE

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Competence Centers and User Support Network

User Support Network

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WP7 Effort

Participant	WP7
1 - GARR	14
1.1 - CNR	6
1.2 - INFN	10
5 - DTU	4
7 - GRNET	8
7.2 - IPB	8
8 - KIT	13
9 - KUL	3
11 - OPERAS	2
12 - PSNC	13
15 - UGOT	4
16 - UT	2
16.1 - TALTECH	3
18 - UC3M	2
20 - SIGMA2	3
21 - UEDIN	5
Total Person-Months	100

Activity plan

M1-M6

Meeting and tools

- A whole WP7 virtual meeting asap (A pool asap with framadate.org)

- Regularly WP7 task leaders virtual meetings

- Tools:
  - Mailing list
  - Workplace (project section also)
  - BBB VC

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Deliverables

D7.1	Report on CCs landscape and user support activities	WP7	8 - KIT	R — Document, report	PU - Public	12 08/2023
D7.2	Sample of services toolset: a practical guideline	WP7	1 - GARR	R — Document, report	PU - Public	24 08/2024
D7.3	Report on CCs and user support networks and recommendations for networks evolution	WP7	1 - GARR	R — Document, report	PU - Public	26 10/2024
D7.4	Guidelines for sustainability of the network of Competence Centres	WP7	12 - PSNC	R — Document, report	PU - Public	33 05/2025

Milestones

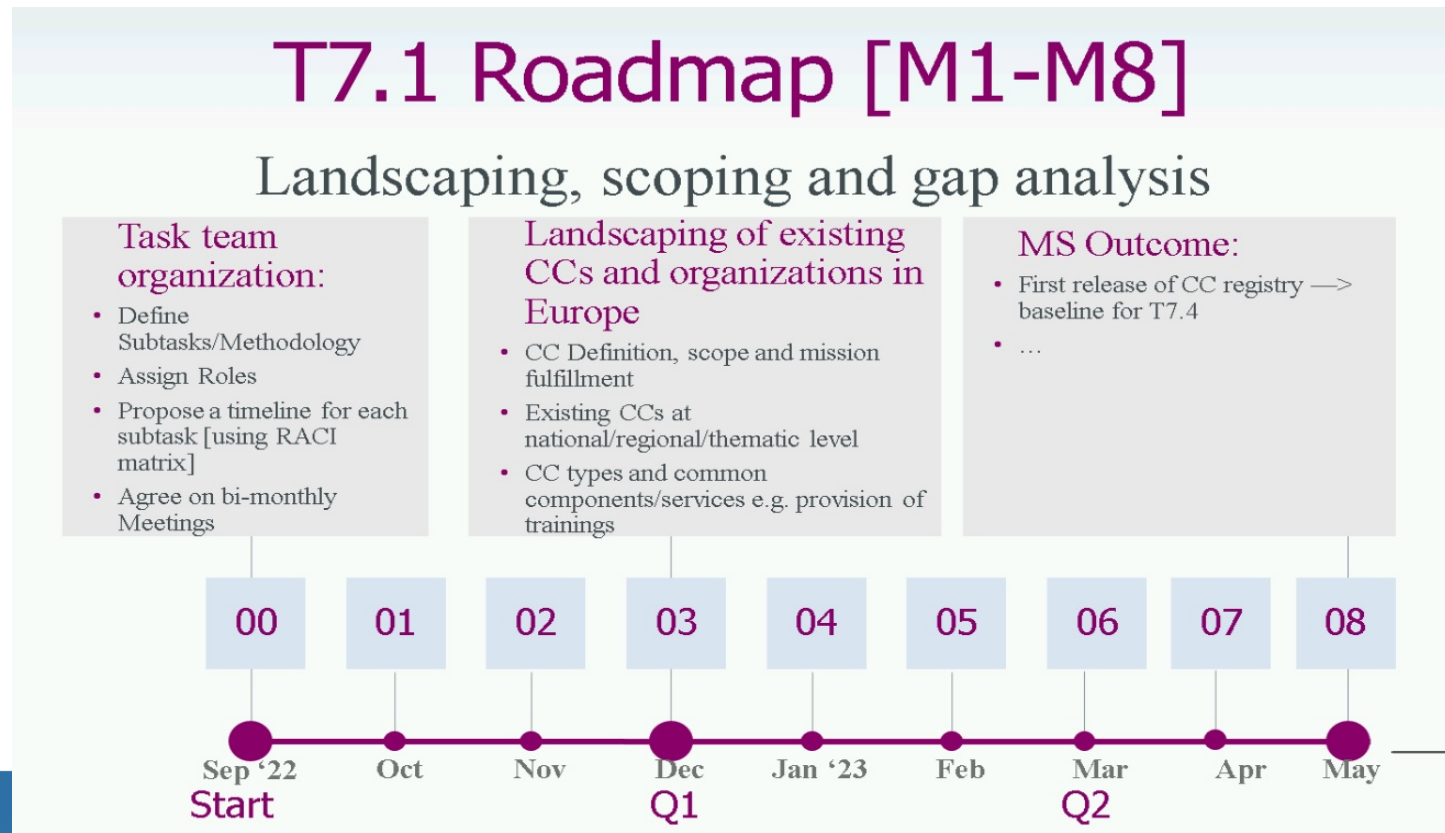| Milestone No	Milestone Name	Work Package No	Lead Beneficiary	Means of Verification	Due Date (month)
25	MS7.1 - European CCs landscape and firs release of CCs Registry	WP7	1-GARR	Registry created.	8
26	MS7.2 - Coordination network for CC and support centers set up	WP7	1-GARR	MoU in place.	15
27	MS7.3 - Updated version of CCs Registry	WP7	1-GARR	Registry updated.	18
28	MS7.4 - First version of toolset	WP7	1-GARR	Toolset available.	20
29	**MS7.5 - Sustainability analysis completed**	**WP7**	**1-GARR**	**Report.**	31

Tasks and Task Leaders

- T7.1 Landscaping, scoping and gap analysis
  - KIT - Lisana Berberi
- T7.2 Coordination network design
  - GARR
- T7.3 Collaboration, Coordination and Sharing Platform
  - CNR - Leonardo Candela
- T7.4 User support network
  - INFN - Alessandro Costantini
- T7.5 Sustainability of the CC Network
  - PSNC - Raimundas Tuminauskas

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T7.1 Landscaping, scoping and gap analysis - KIT

- Team : KIT(task leader), GRNET, UC3M, UEDIN, GARR.GARR, GARR.INFN, DTU.DeIC, UGOT
  Task Timeline: [M1-M24]

D7.1 Report on CCs landscape and user support activities, WP7, KIT, R, PU, M12

Milestone
MS7.1 European CCs landscape and firs release of CCs Registry, WP7, M8, *Means of verif: Registry created*

T7.1 Roadmap [M1-M8]

Landscaping, scoping and gap analysis

Task team organization:
- Define Subtasks/Methodology
- Assign Roles
- Propose a timeline for each subtask [using RACI matrix]
- Agree on bi-monthly Meetings

Landscaping of existing CCs and organizations in Europe
- CC Definition, scope and mission fulfillment
- Existing CCs at national/regional/thematic level
- CC types and common components/services e.g. provision of trainings

MS Outcome:
- First release of CC registry —> baseline for T7.4
- …

| 00 | 01 | 02 | 03 | 04 | 05 | 06 | 07 | 08 |

| Sep '22 Start | Oct | Nov | Dec Q1 | Jan '23 | Feb | Mar Q2 | Apr | May |

M12

M8

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T7.2 Coordination network design - GARR

Task time line (M1-36) … To the infinity and beyond

- Design a lightweight mechanism for the coordination of the CCs covered by the project, that can be extended in time to include others.

- Define coordination strategy and procedures to keep aligned the key outputs of the project.

- Advise and support countries and communities in the process of creating CCs. (Based on results of T7.1)

- Continue to operate after the end of the project

T7.3 Collaboration, Coordination and Sharing Platform - CNR

- *Goal*: ... **select** a set of **agreed and interoperable IT services** hosted by the CCs to **facilitate the continuous alignment**, **sharing** and **reuse of material**, **methodologies** and **best practices** across CCs. This set will include services like, for ex., **shared workspace**, **Virtual Labs**, **Catalogues/Registries/Repositories**, **Videoconference** services facilitating the **CCs collaboration**, and **services for supporting common training activities on specific topics** (e.g. **DMP**, **RDM tools**, and **FAIR certification**). The selection of the common services will be **driven by the CCs needs** and may evolve in the course of the project. The selected services will rely on **Open Source software solutions**

- *Team*: CNR (5PM), PSNC (6PM), GRNET (4PM), UT TalTech (3PM), GARR (2PM), UEDIN (2PM), SIGMA2 (1PM)

- *Duration*: M4-M36

- *Deliverables*:

  - D7.2 Sample of services toolset: a practical guideline (CNR, M24)

T7.3 Collaboration, Coordination and Sharing Platform - CNR (cont.)

- How:
  - Collect CC needs (part of T7.1? ... D7.1 due date M12);
  - Develop the T7.3 service portfolio (the platform)
    - who can contribute what?
  - Liaise with CCs to promote the uptake of the platform

- Potential contributions
  - CNR (by D4Science): ***Virtual research environment(s) as-a-Service*** (for collaboration across CC, for courses, ...)
  - PSNC, GRNET, UT TalTech, GARR, UEDIN, SIGMA2 ?

T7.4 - User support network – Goal (from the GA)-INFN

- The main goal is to **establish a pan-European user support network for researchers and data professionals** through helpdesks, provision of specific materials and training activities on the usage of services and resources.

- **User support activities will cover the entire science workflow**, ranging from the definition and implementation of algorithms and tools, including those for FAIR data management, to the adoption of high level techniques such as AI, up to the delivery of scientific results.

- This **activity will connect the existing experiences** (Research Infrastructures, e-infrastructures, CCs), to share experiences, practices and materials for training and user support.

- We will ensure the **network is built on the existing support channels**, e.g. OpenAIRE, EGI, EOSC-Future, and INFRAEOSC-05-2019 projects.

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T7.4 - User support network - Activities

- Main goal:
  - Establish the User Support network to help researchers and data professionals for their "usage of services and resources"
- How:
  - Understanding what is already existing
    - Build on the outcomes of T7.1 to understand who is already providing user support (either through Competence Centers or other structures/projects/initiatives)
  - Relying on the Competence Center network which will be defined by T7.2
  - Leveraging on the expertise and experiences of the partners involved in Skills4EOSC
  - Connecting with external support channels
    - e.g. OpenAIRE, EGI, EOSC-Future, and INFRAEOSC-05-2019 projects

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T7.4 – User support network [M6-M36]

- **[M1-M5] Preparation phase**
  - Build the team:
    - Collect names of reference person and contributors for all participants
    - Define the communication channels
      - mailing list, Slack channel, Workplace for document sharing

- **[M6-M36]**
  - Kick-off of T7.4:
    - Analysing the outcomes from T7.1 and T7.2
    - Analysing competences and experiences about user support available among the partners
    - Defining a plan for the activities of T7.4

- **Outcomes (Milestones and Deliverables)**

M7.2	Coordination network for CC and support centers set up	Month 15
D7.3	Report on CCs and user support networks and recommendations for networks evolution	Month 26

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T7.4 - User support network - Partners involved

- Partners involved and related efforts

ID	Shorth name	T7.4 User support network	Note
1	GARR.GARR	2,0	
1.2	**GARR.INFN**	6,0	**Lead**
5	DTU.DeIC	2,0	
7	GRNET.GRNET	4,0	
7.3	GRNET.IPB	4,0	
8	KIT.KIT	5,0	
11	OPERAS.OPERAS	2,0	
12	PSNC.PSNC	2,0	
15	UGOT.UGOT	2,0	
16	UT.UT	2,0	
20	SIGMA2.SIGMA2	2,0	
	TOTALS	**33,0**	

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T7.5 Sustainability of the CC Network - PSNC

- Participants: GARR, KIT, KUL, PSNC

- Task timeline [M18 - M36]

- Task starts at M18 after the creation and landscaping efforts

- Initially before the formal start of the task:
  - Identify the team
  - Identify the required items of information (internal and external)
  - Define the methodology
  - "Heartbeat" monthly meetings

Thank you!
Questions?