**In attendance:**

Chris Atherthon, GEANT

Raman Ganguly, University of Vienna

Edward Moynahan, Indiana University

David Salmon, Jisc

Audrey Gerber, IUCC

Renier Van Heerden, SANREN

Jakob Tender, DFN

Federica Tanlongo, GARR

Gabriella Paolini, GARR

Kathryn Petersen Mace, ESNet

Mary Hester, SURFnet

Charlie van Genuchten, SURFnet/GEANT

Sylvia Kuijpers, SURFnet

**Agenda**

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| --- | --- |
| 1. Round Robin | Briefly introduce yourself and your role |
| 2. Discussion: who are our target audiences? | Beforehand think about:  •Who is your target audience right now?  •What audiences would you want to target in the future? |
| 3. Start with preparations for gathering network/organisation related data, with respect to research engagement and/or IT requirements of research. | Find out if you want/can commit to work on this activity in your own country/organisation. |
| 4. Wrap-up, review, any other business |  |
| 5. Next steps, action items |  |

**Action Items from discussion**

* Create a list and overview of the different contact/customer management tools that people are using, include pros/cons for each platform, solution, or process.
  + Assigned to: TF-RED Program Committee to start template populated with their info, entire group to add their input to create a more complete document and resource.
* Create a basic template with interview questions to use for network requirements gathering. Members to add their processes and other pertinent info that could be helpful to other organizations while forming their own interview process.
  + Assigned to: TF-RED Program Committee
* Create a succinct document describing the target audience for TF-RED.
  + Assigned to: TF-RED Program Committee

**Discussion**

**Target Audiences**

Sylvia explains that we will be discussing the audiences for research engagement from the perspective from NRENs/Infrastructure and Institutions.

*NREN/Infrastructure*

Sylvia lists the audience that come to mind from the perspective of NRENs/Infrastructure:

•        Researchers

•        Research support staff/ICT support

•        Local ICT/IT departments

•        Research data management support staff for digital research data management (librarians)

•        Grant officers (for including IT in the grant proposals)

•        Funding agencies

•        Compute facilities

•        Data storage facilities

•        eScience Centers

She asks if there are other audiences that we should think of.

Chris notes that GEANT does not operate in the jurisdiction of NRENs, so they have another focus when it comes to research engagement. They engage with researchers mostly on international thematic conferences and events and focus on the top requirements that NRENs highlight.

David notes that the larger international research projects are not on the slides. With this list we are missing the horizontal project activities. It would be a good idea to concoct a matrix as an output from this discussion.

Raman explains that he is involved local IT. In Austria, the national NREN is part of the University of Vienna. His IT department and ACOnet are quite close. Furthermore, they work with the library on research data management. There is a lot of cooperation both between universities and between the universities and the ministeries. However, Raman notes that when decisions become political, all cooperation stops.

Audrey shares that in Israel, IUCC is competing with other IT centers on research funding. They want to be able to get their services to the researches and be more open.

Sylvia asks: if you target researchers, how do you do this?

Sylvia says that in the Netherlands researchers are reached through local IT, through librarians and through local PhD networks. This can sometimes be very fruitful, sometimes it can take a while.

Frederica shares that in Italy, GARR does not normally address researchers, they try to address them as a community around a project. Research infrastructures are the key channels.

*Contact management tools*

Renier shares that in South Africa their contact. It helps if you have more connections at some point, but it is complicated to develop your contact list beyond a certain mass. SANReN has been using Sales Force to keep track of all its contacts.

This leads into a discussion about the different tools that people use to keep track of the contacts that people within their organization have. Sales Force is used or has been used by different organization. The downside to Sales Force is that it is a lot of work to get it into everyone’s workflow and that it is made for marketing purposes.

Other tools that are mentioned are the system that the SURFnet relationship managers created themselves, and Trello.

It is decided that an overview of the different tools that people are using with their pro’s and con’s should be an additional activity for this task force.

*Central ICT*

Sylvia presents the audiences that come in mind from the Central ICT perspective:

•        Operational management (non-research&education)

•        Supporting back-ups for HR and Financial departments

•        General support, laptops, phones, software licenses etc

•        Education

•        Lecturers, teachers etc

•        General support, laptops, phones, software licenses etc

•        NREN

•        Research

•        General support, laptops, software licenses etc

•        Researchers

•        Local ICT/IT departments (if applicable)

•        Local research support staff/ICT support (if applicable)

•        Research data management support staff for digital research data management (librarians)

•        Grant officers (for including IT in the grant proposals)

•        Compute facilities, NREN, other infrastructures…

•        eScience Center(s)

•        Funding agencies?

•        Data storage facilities (somethings through the librarians)

*Research Support Offices/Staff*

Sylvia presents the audiences that come in mind from the research support offices/staff perspective:

•        Researchers

•        Grant application support

•        Special requests (not ordinary), ad hoc advanced researcher support

•        Local ICT/IT departments

•        Research data management support staff for digital research data management (librarians)

•        Grant officers (for including IT in the grant proposals)

•        Funding agencies

•        Compute facilities/NRENs/other?

•        Data storage facilities

•        eScience Centers

Sylvia notes that it is a luxury to have this kind of contact. In the Netherlands, SURFnet has interviewed a few of the research support staff from different institutions. The conclusion from these interviews was that research support is always a part time job, which makes it difficult to focus on the subject. So even in places where they have a research support office, there is still a lot to gain.

Raman: different on each university in Austria. Central IT, department research support and library don’t always work very closely together. Want to bring them together around data management. We want to bring the research support department more into the fold. First questions from researchers always get there first. Want to include more of the it departments and research departments. It may be a smaller project, but broader reach into the different parts of the university and the best strategy is to just address the subject.

Chris asks if other organisations also try to reach researchers through conferences on different themes. David answers that he is not aware of specifically themed research support in the UK. Sylvia answers that in the Netherlands, SURFnet hosts bootcamps with researchers and research support.

David notes that for the UK, research offices are only for grant support and are not involved in helping researchers with their IT needs.

Raman notes that research support offices are important stakeholder in the topic of research engagement, as they are the first contact for researchers. Right now, researcher only think about things like research data management at the end of a project. Someone with a knowledge of the possibilities of IT needs to be there when the project starts. Publishers are also starting to think about these things.

**Requirements Gathering**

Jakob gives a short presentation about the ways in which we can gather requirements from researchers and the common misunderstandings you want to avoid. His slides can be found [HERE](https://wiki.geant.org/display/RED/TF-RED+Home).

Jakob points out that one of the task of our TF is to work on requirements gathering. We want to have at least 3 organisations participate in the requirements gathering exercise. David and Jakob are leading this action item.

There is a short discussion about the usefulness of a template for conducting interviews with researchers. The conclusion of this discussion is that it would be helpful to have a basic list of questions that people can use to form their own interviews, so we get the same kind of input from each organization that participates in the requirements gathering exercise. It is very important that these questions should not be too detailed or technical, as it can scare of researchers who are less tech-savvy.

It is decided that we will work together offline to flesh out how we can best do this requirements gathering exercise and compile a basic list of questions.

Furthermore, it is decided that we should think about the target audience of our task force.