



Establishing the European Geological
Surveys Research Area to deliver a
Geological Service for Europe

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Deliverable 8.3.1

A support network incorporating buddy system, email-based helpdesk and issue triage system

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GENERAL INTRODUCTION

Deliverable 8.3.1 - A support network incorporating buddy system, email-based helpdesk and issue triage system [initial version month 12; final version month 35]

Support to data providers to help them implement the guidance provided by the cookbooks and e-Learning resources will take the form of a number of activities including:

- a buddy system and mentoring network that provides support from experienced organisations who have existing expertise in making data available following interoperable standards.
- email help desk function providing a triage system to ensure users are put in contact with members of the GIP-P team who are best placed to help with any specific request.
- provision of training workshops with the purpose of further promoting the creation of data web services for inclusion in the EGD. These will take the form of webinars to reduce travel. Two such webinars are envisaged. There is the potential to consider one of these webinars to be conducted as face-to-face workshop to coincide with one of the coordination meetings.

This work will commence in the Prototyping phase, continue in to the Full Development phase with finalisation being carried out in the Wrap-up phase.



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1 DATA PROVIDER SUPPORT SYSTEMS

1.1 GitHub

GitHub offers a significant portion of the functionality required for Data Provider Support, namely publication of documentation (Cookbooks), issue tracking, integrated distribution of containerization solution.

<https://github.com/GeoEra-GIP/Project-Support-WP8>

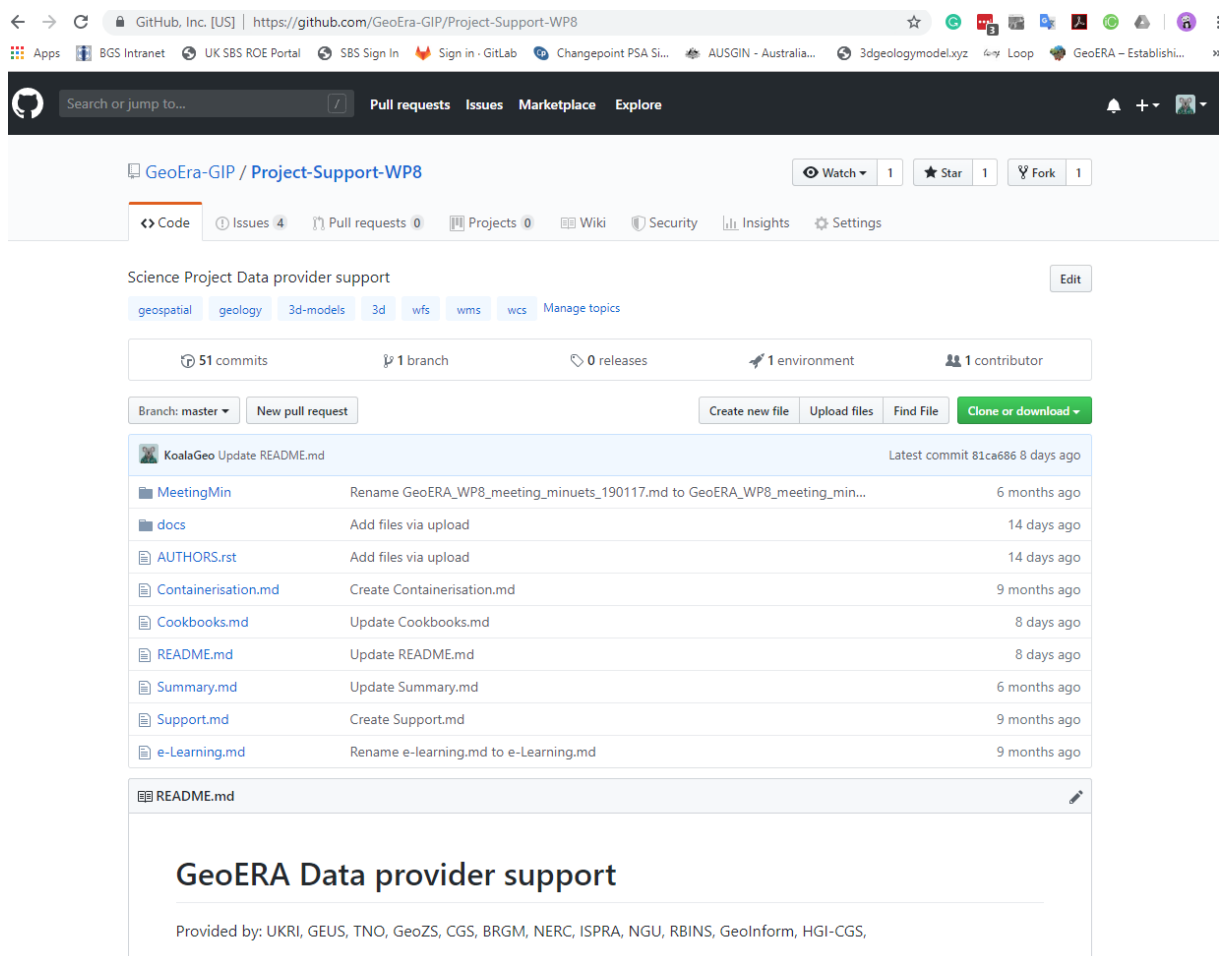


Figure 1 GitHub WP8 Repository Page

1.1.1 Cookbooks

Documentation is stored and available to be edited at https://github.com/GeoEra-GIP/GeoERA_GIP_Docs written in reStructuredText. These files are compiled by www.readthedocs.org using Sphinx and hosted at <https://geoera-gip-docs.readthedocs.io/en/latest/>. Regarding sustainability Read the Docs state “We will host your documentation for free forever. There are no tricks. We help 299,320 open source projects share their docs”.



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31 commits 1 branch 0 releases 1 contributor CC0-1.0

Branch: master New pull request Create new file Upload files Find File Clone or download

KoalaGeo Delete installation.rst Latest commit 4d621c4 2 days ago

docs	Delete installation.rst	2 days ago
AUTHORS.rst	Update AUTHORS.rst	14 days ago
DATA.rst	Update DATA.rst	2 days ago
LICENSE	Update LICENSE	2 days ago
PORTAL.rst	Update PORTAL.rst	2 days ago
README.md	Create README.md	7 days ago

README.md Edit

GeoERA_GIP_Docs

Documentation - <https://geuera-gip-docs.readthedocs.io/en/latest/>

Figure 2 GitHub Repository for GIP-P Documentation

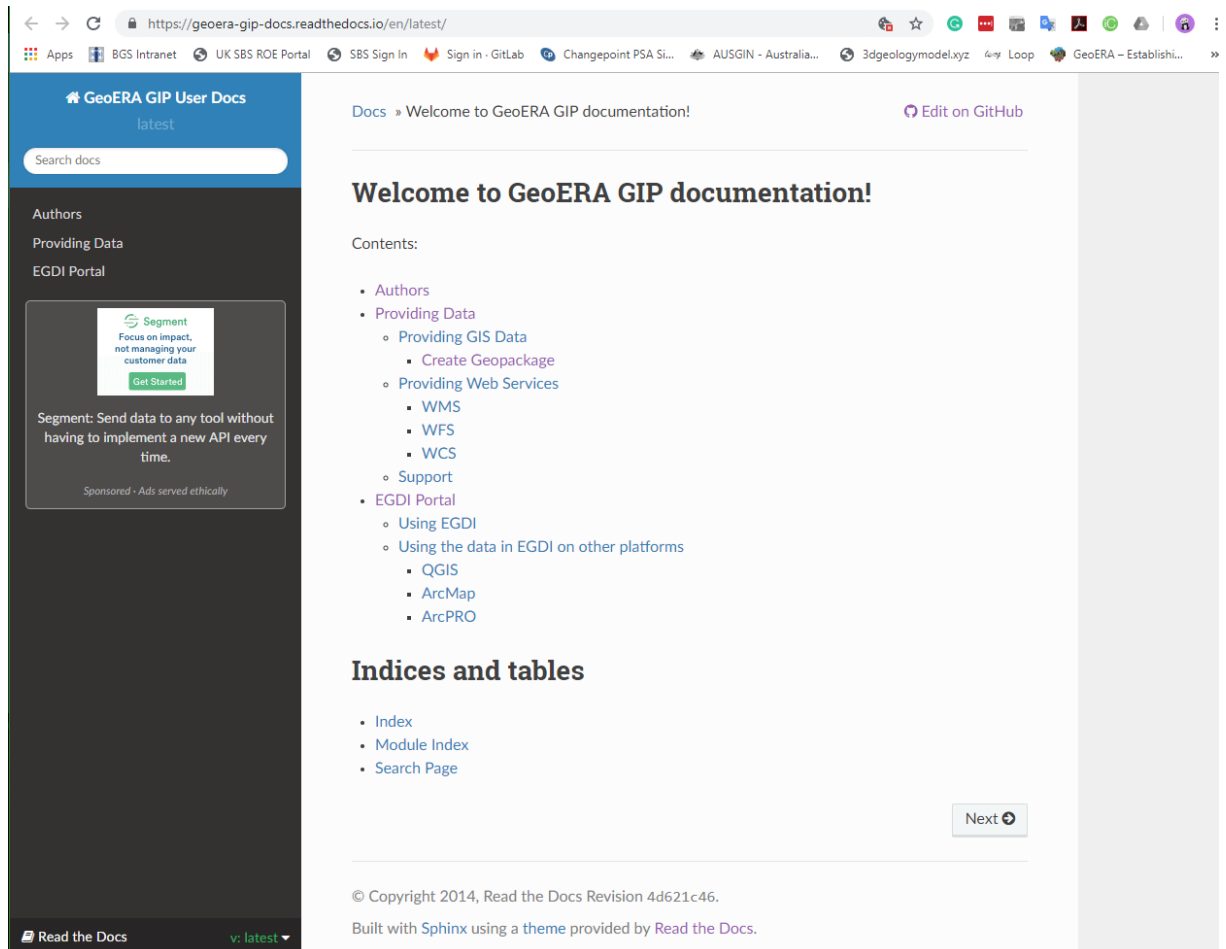


Figure 3 the GIP project documentation landing page

1.1.2 Issue Tracker & Email support

Issues will be raised, and managed using the GitHub issue tracking facility (<https://github.com/GeoEra-GIP/Project-Support-WP8/issues>). This allows anyone to raise issues and to answer them.

This is integrated with the email support system. Emails sent to support@geoera.eu are redirected to geoerasupport@fire.fundersclub.com which is controlled by an open bot who generates new issues in the GitHub issue tracker automatically.



GeoEra-GIP / Project-Support-WP8

Watch 1 Star 1 Fork 1

Code Issues 4 Pull requests 0 Projects 0 Wiki Security Insights Settings

Filters is:issue is:open Labels 8 Milestones 0 New issue

4 Open 3 Closed Author Labels Projects Milestones Assignee Sort

- Wms support #7 opened 8 days ago by fire-bot
- wms setup #5 opened on May 22 by fire-bot
- Semantics #2 opened on Oct 24, 2018 by KoalaGeo
- How should we share 3D models? #1 opened on Oct 24, 2018 by KoalaGeo

ProTip! Check team mentions with team:GeoEra-GIP/wp8.

Figure 4 GitHub issue tracking system

1.1.3 Issue Triage & Buddy System

As issues are raised on the Issue Tracker they will be prioritised and assigned to the most appropriate individuals/teams of the WP8 team.


WP8 partners and their support specialties will be listed on the GitHub WP8 repository README.md

1.2 Systems Communication

Details of the available support network have been placed on the GeoERA website on both the GIP-P project page (<https://geoera.eu/projects/development-of-an-information-platform-to-support-management-and-provision-of-data-for-the-three-other-themes/>) and the contact page (<https://geoera.eu/contact/>).



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Contact

GeoERA Secretariat

You can contact the GeoERA Secretariat by sending an email to info@geoera.eu.

If you like to send regular mail, you can send it to the Coordinator:

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GIP-project support to the other projects

To enable the other GeoERA projects to deliver their outputs, the GIP-project offers data provider support through a suite of tools including detailed documentation/cookbooks, email helpdesk, buddy systems/mentoring, workshops and eLearning resources.

For further details please visit <https://github.com/GeoEra-GIP/Project-Support-WP8>.

Email the helpdesk with any questions/issues: support@geoera.eu.

NOTE: This automatically adds your enquiry to our public issue tracker (<https://github.com/GeoEra-GIP/Project-Support-WP8/issues>).

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Figure 5 GeoERA contact page with GIP Support details



2 TRAINING WORKSHOPS

Planning is ongoing, awaiting further details from WP2, WP3 & WP4.