

Deliverable 8.3.1

**A support network incorporating
buddy system, email-based
helpdesk and issue triage system
[final version month 35]**

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INTRODUCTION

Data provider support (WP8) was designed to empower the GeoERA science projects to disseminate and integrate data, information, interpretations and models resulting from their activities through the GeoERA Information Platform (EGDI).

To achieve this goal, the work package set out to provide a suite of support tools, channels and activities to facilitate data sharing through the EGDI including the generation of cookbooks, provision of buddy systems and mentoring networks, creation of eLearning resources and delivery of training webinars.

The work package set out to build on data provider support channels created in previous data sharing and interoperability projects by extending them with new, novel support functions.

Development of the support network commenced within the Prototyping phase of GeoERA and continued into the Full Development phase with finalisation being carried out in the Wrap-up phase. It was anticipated that most GeoERA science projects would add their data to the EGDI towards the end of the Full Development phase and in the Wrap-up phase. The data support resources therefore needed to be available at that point though initial versions were provided to encourage data providers to make early attempts at delivering via the EGDI.

This brief report describes the support network and its various components that were produced within deliverable D8.3.1. This report describes the final version of the support network produced by month 35 of the GeoERA information Platform project. It extends the report previously provided that describes the initial version of the support network at month 12.



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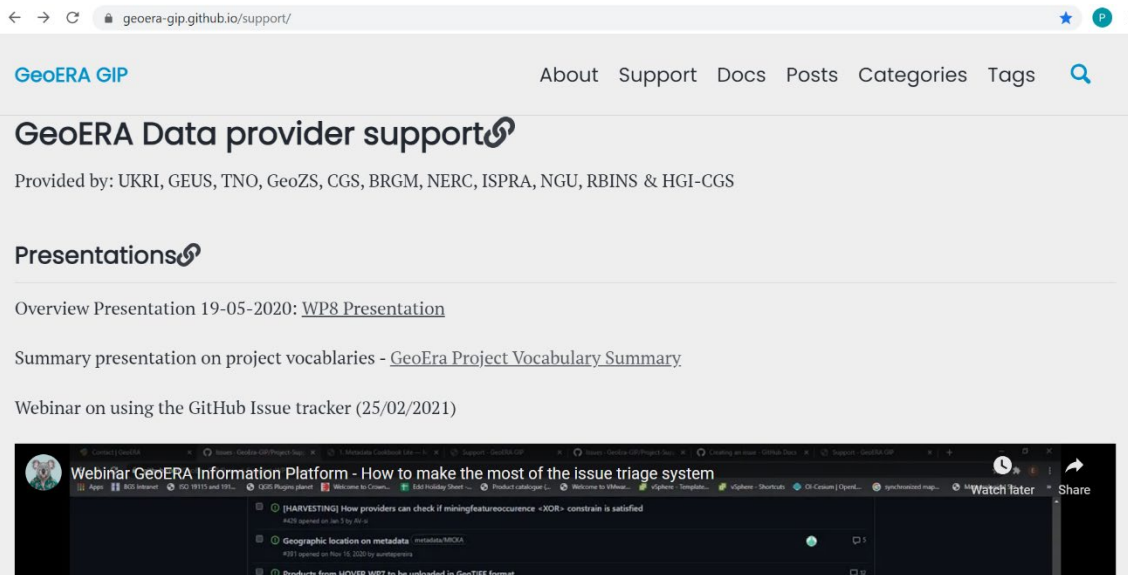


1 GEOERA DATA PROVIDER SUPPORT HUB

The centralised GeoERA data provider support hub is available at

<https://geoera-gip.github.io/support/>

All data provider support resources including the cookbooks produced in D8.1 are available from this location. This support hub has been implemented in GitHub to promote open, collaborative, iterative development of the support resources provided. Details of the various channels of the support hub are described in the next section.



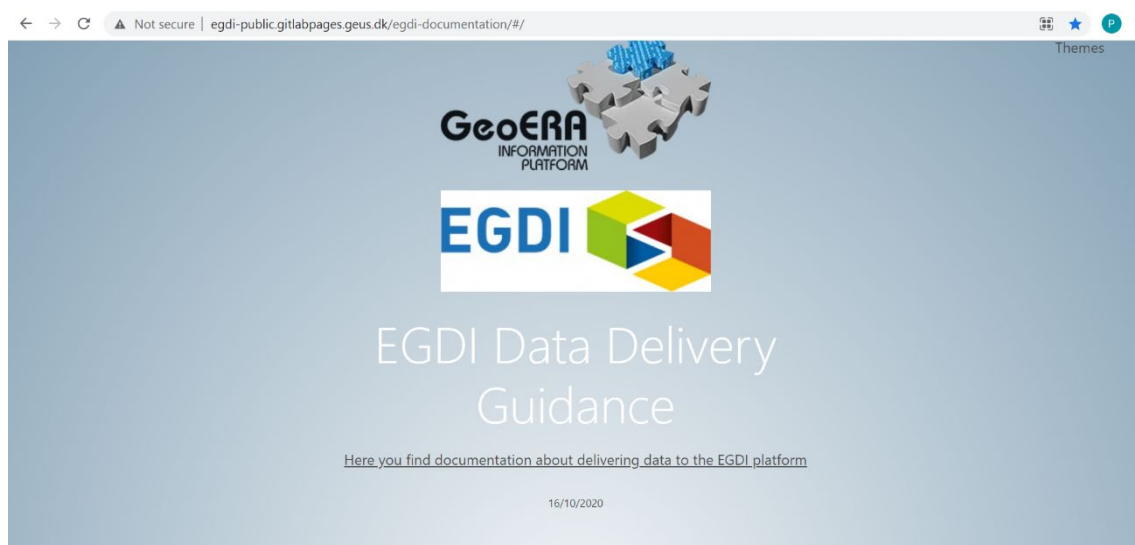


2 SUPPORT CHANNELS

A series of data provider support channels were provided as part of the support network and are described below.

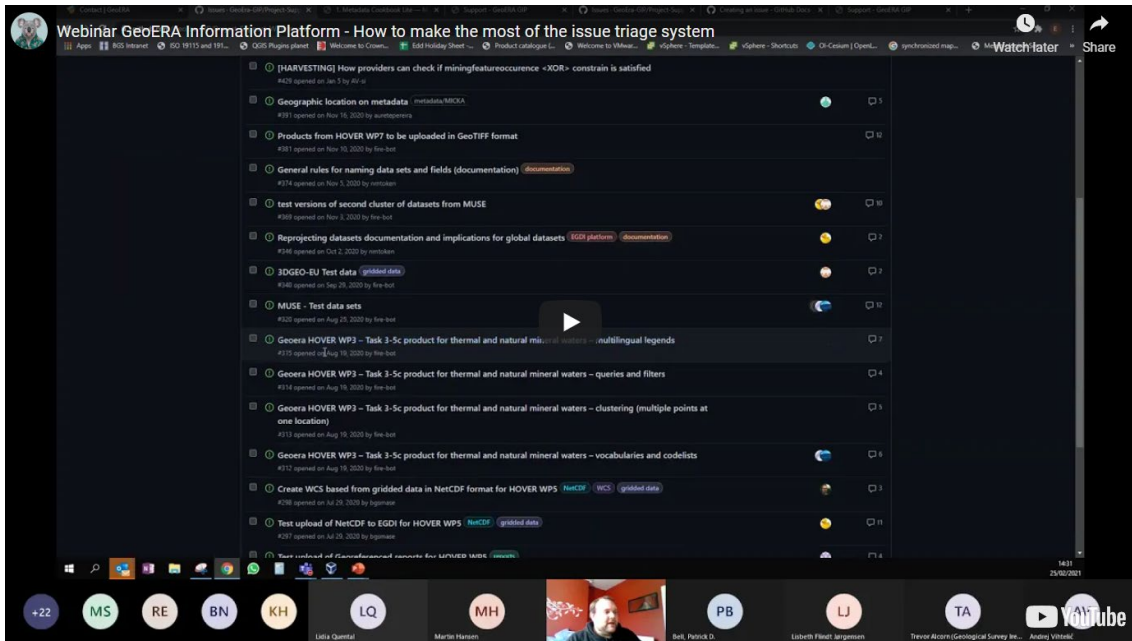
2.1 Cookbooks

A series of cookbooks to assist data providers in presenting their data outputs through the EGDI were produced focussing on EGDI data delivery guidance and metadata. Details of the cookbooks created are described separately in deliverable D8.1.



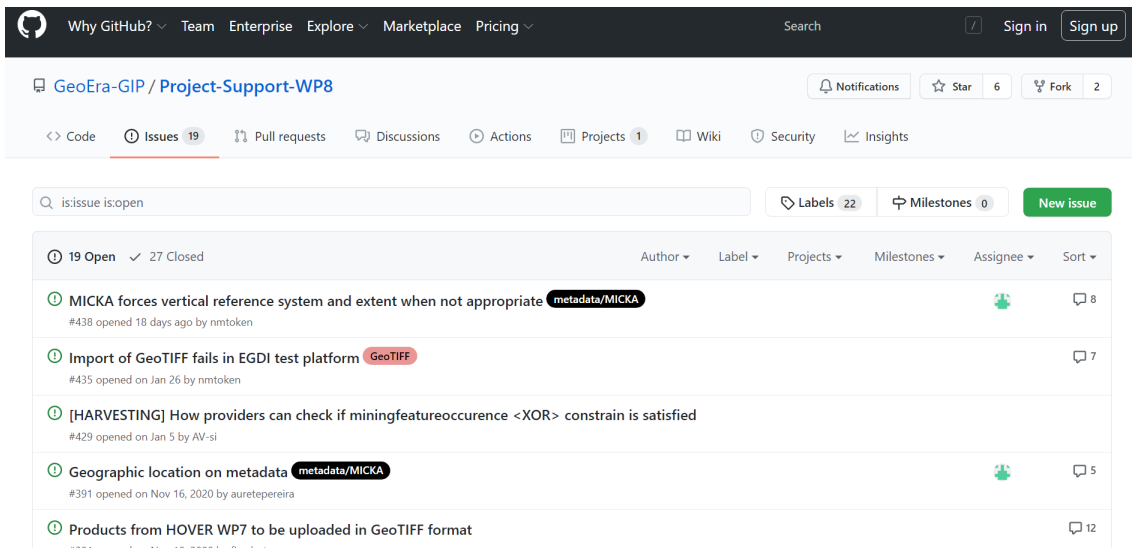
2.2 Webinar and presentations

Webinars were provided to reinforce the cookbook content and enable GeoERA science projects to ask further questions. These webinars were well attended by upwards of 30+ collaborators. During the course of the GeoERA project, it became apparent that informal webinars and help videos would be a more effective way of supporting GeoERA science projects than holding formal online training workshops. Such content was more focussed and could be made easily available online to revisit in the future or for those who couldn't make the scheduled webinar to refer to in their own time. Such webinars and videos were also better suited to dealing with the practicalities of home working during the COVID-19 pandemic. They better supported asynchronous working and the variable schedules individuals had to adopt in order to balance the demands of their working life, home schooling and caring responsibilities. Training webinars covered the following topics: delivering data to the information platform; using the GitHub issue tracker; a series of five videos to help GeoERA science projects and other EGDI data providers better understand how to use the EGDI Metadata Catalogue and create metadata. These webinars were recorded and made available as videos from the support hub. In addition, powerpoint presentations focusing on different aspects of the GeoERA information platform were made available from the support hub where considered useful and relevant.



2.3 Issue tracker

A public issue tracker was provided for the GeoERA information platform to enable all users to easily raise queries that could be answered by anyone within the GeoERA community. WP8 monitored the issue tracker to direct queries to appropriate personnel and to try and ensure timely responses to questions raised. By raising and responding to queries in the open, the answers provided are readily available to others with similar questions in the future.



2.4 Code repositories

A range of code repositories relevant to the GeoERA information platform were made available from the support hub and further augmented the information provided in the



cookbooks. This included information on project vocabularies and semantics as well as details on EGD data and metadata delivery.

Key Repositories/Links

- <https://geusgitlab.geus.dk/egdi>
- <https://github.com/GeoEra-GIP/WP4-Semantics>
- <https://github.com/schmar00/project-vocabularies>
- <https://github.com/schmar00/semantic-search>
- <https://geusgitlab.geus.dk/egdi-public/egdi-documentation>
 - <http://egdi-public.gitlabpages.geus.dk/egdi-documentation/#/>
- <https://github.com/GeoEra-GIP/Project-Support-WP8>
 - <https://geoera-gip.github.io/Project-Support-WP8>
 - <https://geoera-gip.github.io/Project-Support-WP8/presentations/2020-05-12/#/title>
- <https://github.com/CzechGeologicalSurvey/Micka>
- <https://github.com/CzechGeologicalSurvey/MICKA-Docs>
 - <https://czechgeologicalsurvey.github.io/MICKA-Docs/>

Figure 5: Key GeoERA code repositories

2.5 eLearning resources

A series of eLearning resources have been developed to make it easier for data providers to understand the guidance provided by the cookbooks designed and prepared in WP8. The GeoERA e-Learning platform is available at <http://elearning.europe-geology.eu/>. The eLearning platform is based on the well-known Open Source LMS Moodle and consists of an eLearning environment designed to host all the training modules created, adapted or expanded as part of the GeoERA GIP project and, in the future, by the EuroGeoSurveys' European Geological Data Infrastructure which underpins the GeoERA GIP. The training modules provided on the GeoERA GIP eLearning platform are dynamic and will be enriched over time. The initial content focuses on examples of data standardization based on the work done by GeoERA's geoscientific projects such as HOVER (data mapping to the Observations & Measurements standard and to the OGC SensorThings API) and HIKE (which provides an example of simple feature mapping functionality). Additional content includes the use of HALE software as a tool to map source data to target data models. This guidance aims to increase the understanding of the implementation actions required to successfully provide data to the GIP. Further details of these eLearning resources are provided in a separate report related to deliverable D8.2.



GeoERA GIP e-Learning Platform

This is the e-learning platform of the GeomETRA GIP project, created to support GPSs projects and exchange examples of standardization.
It is part of the WP8 support resources available at GeoERA GIP Support page

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Figure 6: GeoERA eLearning platform

2.6 Buddy system

A buddying system was provided where WP8 partners assist science projects in managing and preparing their spatial datasets and in providing spatial data services for inclusion in the information platform. This provided a forum for more experienced partners to share knowledge with organisations new to data preparation and data service provision.

2.7 Helpdesk

Should users not be able to find the information they need through the various support channels offered above, an email helpdesk was operated by WP8. Support questions could be raised by emailing

support@geoera.eu

Any such questions emailed to the helpdesk would be replicated on the issue tracker in case the responses would be useful in the future to other users.

Support

Direct support is initially to be offered via email helpdesk or raising issues via the [WP8 Issue Tracker](#). If issues are raised multiple times we will pin these on the issues page to form an FAQ.

Emails to support will create issue in the issue tracker via bot with email geoerasupport@fire.fundersclub.com

Summary of team skills - https://github.com/GeoEra-GIP/WP8-Support/blob/master/Team_Skills.md

Figure 7: GeoERA information platform operates an email support help desk.