

Talking With Scientists Speed Learning

Group 1

Greg Jackson - UT Chattanooga
Charles Chambers - University of Houston
Raul Aranovich - UC Davis
Matthew Ketterling - Colorado School of Mines
David Schmidt - Fort Hays State University
Fabian Guerrero - UCAR/FRGP
Laurie Collinsworth - Cornell Information Technologies
Donna Liss - Truman State University
Charles Nguyen - University of Minnesota
Mark Johnson - University of North Carolina
Lauren Rottman - ESnet
Jason Zurawski - ESnet
Jen Schopf - IN@IU

Intro and name exchange, around the group

EPOC overview by jen

Goal isn't to just build networks , but use them

Half in the session went to the training event

Walk through of the process that we did with a researcher to solve scientific problems

Half have a DMZ, the rest want one

usability ? fat pipes exist, but slow uptick

How can we integrate the desktops? Better documentation?

Should we be?

As successful as can be vs. the time put in

'ok ' relationship w/ the scientists

Meetings w/ individual departments useful, but not scalable

Trying to get metrics from users to understand how they are using it

Expectation management - how do you ensure that people get how the technology works. 10G across the country, not getting 10G, etc.

Better sharing of success stories. Write up/share what happens

HPC - need more of that in particular. How to utilize cores/gpus

Datatransfer - how to get started

Talking to the professor vs. the grad student

'Marla & Gerry' as the solution to the FRGP problems - they can talk science and engineering

Group 2

Scotty Strachan - University of Nevada, Reno

Brad weaver - Wabash University

Xi Yang - University of Maryland/MAX

Jim Basney - NCSA

Preston Smith - Purdue University

Lauren Rotman - ESnet

Jason Zurawski - ESnet

Jen Schopf - IN@IU

Half in the training session

Talk about EPOC things, how it works, etc.

Talking to scientists from certain fields, not others. E.g. engineering (since they know how that works) is easy, traditional science is harder

Jen - cold calling people for international stuff - 10% response rate (multiple tries to get there)

How are people reaching out?

Trolling grants and contracts to look for changes

'Going' to science focused meetings - e.g. where the scientists meet. Gain some goodwill.

First contact isn't the hardest, that is easy ... but eventually things die out though, disappear , not happy with the help that is provided. Requirements change, etc.

'How big is the data set, and where does it need to go' - may not be the best way to start

Defining the collaborators, terminology, talking about tools used, tools that could be used

Understanding the work-flow, and not trying to change things

WGET procedure with someone in hawaii

Watching scientists do the thing that they do - learn the flow

'Time to discovery' is important to socialize - ROI

Not all scientists are reluctant to change, but the service has to be solid if you sell it to them

IT departments - ad hoc delivery

Group 3

Randall Downer - Colby College

Roger Bielefeld - Case Western Reserve University

Marlon Pierce - IU / Science Gateways Research Center

Jason Zurawski - ESnet

Jen Schopf - IN@ IU

EPOC Overview

Marlon : level setting w/ IT. bridging the gap between IT and science, simple things, call IT to fix a problem with a network cable

'Hard' to get started

'Who you should know' to solve problems is the wrong way to solve problems

Catch all email

Triage and assignment

What staff resources can map to a problem

'Send someone to a mailing list' for feedback

'Make sure a problem gets fixed'

No dropping

One bounce rule

How to share with other folks

Talks, direct engagement

Documentation (success and failures)

ROUND 2 - Conversing w/ Scientists

epoc@iu.edu

TALK

11³⁰ WED.