Helpdesk activity

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Who to contact?

All requests
sdn-userdesk@seadatanet.org
(IFREMER team)

Requests about Download Manager,
CDI and RSM
cdi-support@maris.nl
(MARIS team)
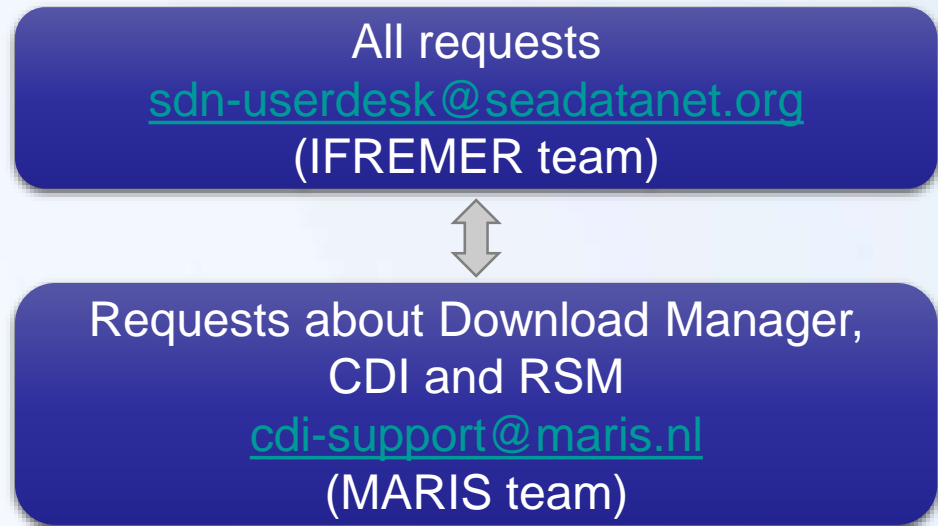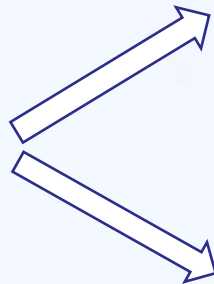
Workflow (sdn-userdesk)

sdn-userdesk@seadatanet.org

MARIS(CDI, RSM, EDMERP, EDMO), BODC (EDIOS, EDMED, Vocab), BSH (CSR), AWI (ODV), ULG (DIVA)

Level 1

Level 2

Level 3

- One person every working day, not necessarily involved in SeaDataNet

- Basic level of user support

- Answer to simple queries or documented queries

  - New registration

- Routing to level 2 if necessary

- Broader understanding of SeaDataNet, but might not understand all the components of the system.

- Identify the user, understand the problem and solve it

  - Usage of software and services managed by IFREMER

- Routing to level 3

- Involves more technical knowledge and needs more specialized people.

- Advanced diagnostic tools and analysis might be done here.

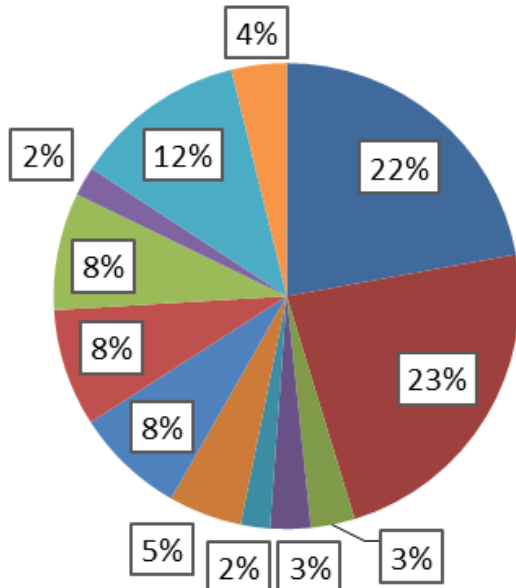 - Bugs in software and services managed by IFREMER

  - IT infrastructure

SDN Helpdesk (sdn-userdesk) in figures (1/3)

- Since the beginning of SeaDataCloud (~= 240 working days)

  – we have received about 395 requests : more than 1.6 request by day

- Time for resolving

  – Several minutes to several days

  – Longer for DM, NEMO and MIKADO

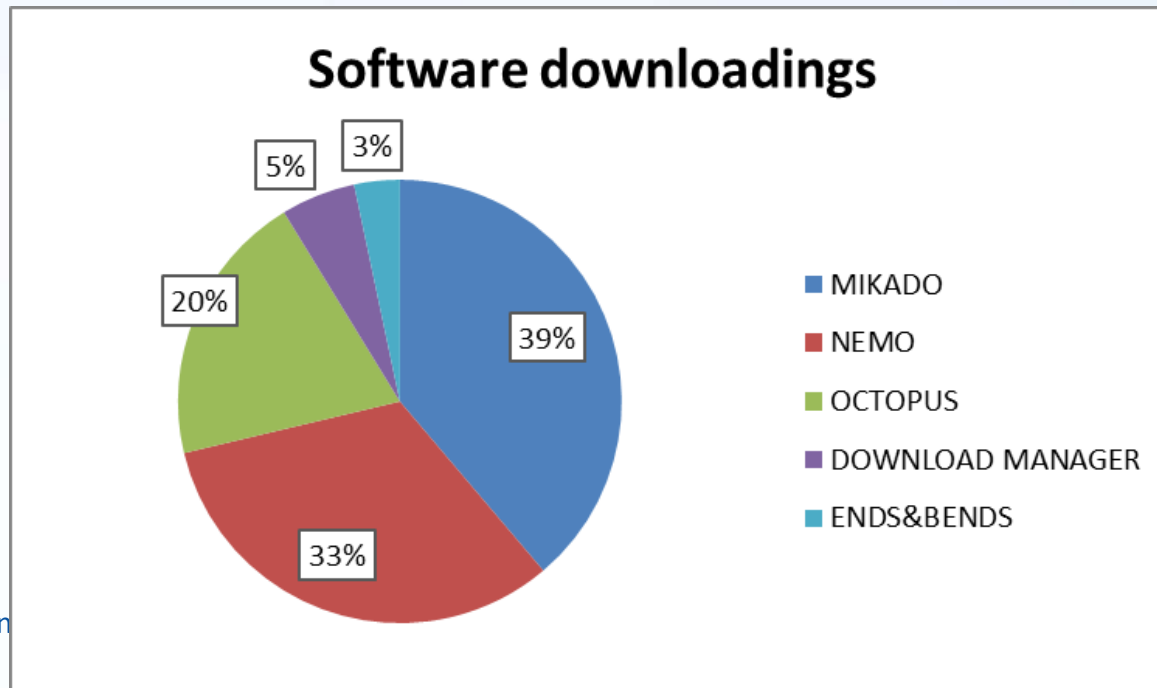# SDN Helpdesk (sdn-userdesk) in figures (2/3)
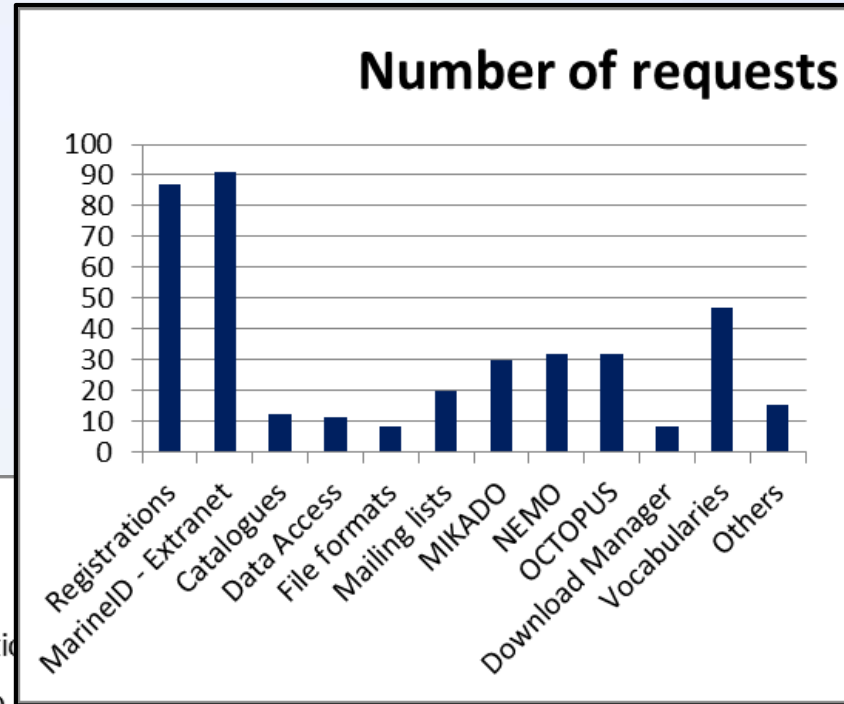
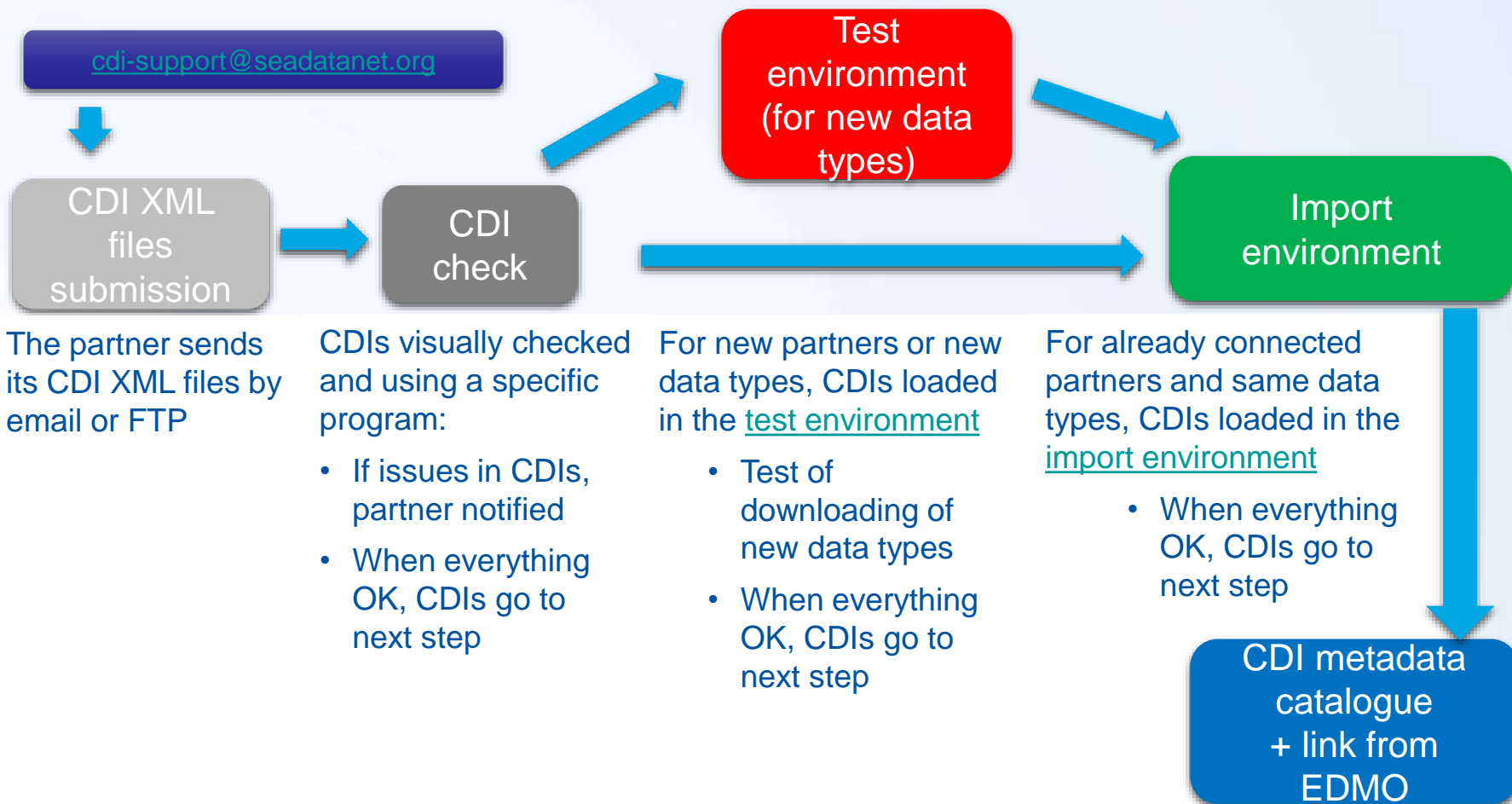# SDN Helpdesk (sdn-userdesk) in figures (3/3)

- Since the beginning of SeaDataCloud (~= 240 working days)
  - About 755 software downloadings
  - Used to fulfill the software mailing lists (mikado-users, nemo-users, dm-users, octopus-users)

sdn-userdesk@seadatan

Role of CDI-Support (MARIS)

- Handles CDI submissions of partners for the various projects that use the SeaDataNet infrastructure

- Monitors and helps the partners during the CDI XML ingestion process

- Connects and tests the Download Manager installations of the new and existing partners

- Monitors the running of the Download Manager servers at the partners using :
  - NAGIOS reports
  - Daily tests (robot - ordering program)
  - Weekly checks of log files of the Download Manager installations

- Provides support to clients and partners for the RSM web interface

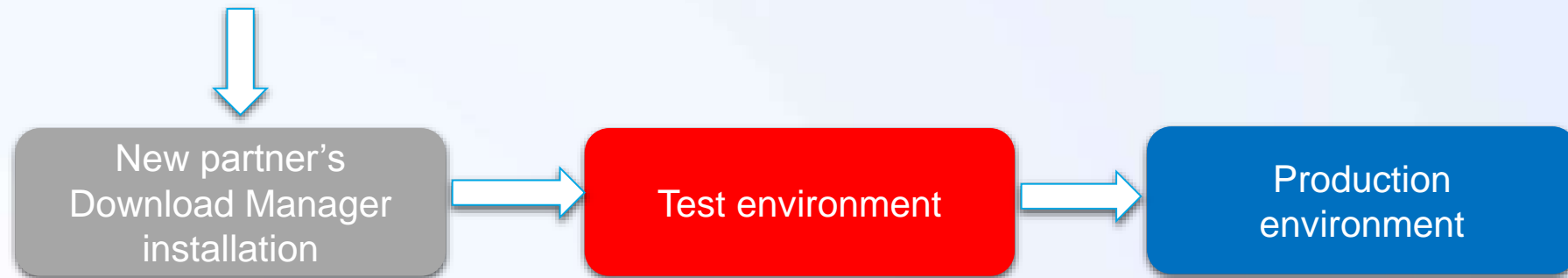# Workflow (cdi-support) for CDI submissions

cdi-support@seadatanet.org

CDI XML files submission

CDI check

Test environment (for new data types)

Import environment

CDI metadata catalogue + link from EDMO

The partner sends its CDI XML files by email or FTP

CDIs visually checked and using a specific program:

- If issues in CDIs, partner notified

- When everything OK, CDIs go to next step

For new partners or new data types, CDIs loaded in the test environment

- Test of downloading of new data types

- When everything OK, CDIs go to next step

For already connected partners and same data types, CDIs loaded in the import environment

- When everything OK, CDIs go to next step

sdn-userdesk@seadatanet

SeaDataCloud

Workflow (cdi-support) for CDI submissions

Collection of files from GeoNetwork → CDI check → Import environment

The MARIS program checks if new files are present in the GeoNetwork server.

The partner still sends the CDI XML files by email or FTP for checking the GeoNetwork collection

CDIs are checked using a specific program:

- If issues in CDIs, partner notified

- When everything OK, CDIs go to next step

The CDIs loaded in the import environment

- Partner is notified via e-mail that the files are in the import site and to log into the special CMS to make the decision about the set

- When everything OK, the partner will set in the CMS that the CDIs go to next step

- If not the process is repeated

Import environment ↓ CDI metadata catalogue + link from EDMO

Workflow (cdi-support) for DM installations

cdi-support@seadatanet.org

New partner's Download Manager installation → Test environment → Production environment

- The above schema shows the different steps for connecting of a new partner to the SeaDataNet infrastructure.

Note: All the above numbers were gathered at the moment of the document writing.

CDI-Support in figures

- CDI-Support provides support for different projects using the SeaDataNet infrastructure

    - New partners of SeaDataNet project are helped in order to connect to the infrastructure and to add data in the CDI metadata catalogue.

    - Also, help is provided to partner organisations from other EU projects.

    - Currently **106** centres are connected. **9** new centres are working actively to be connected.

    - Over **127,572** CDIs added in the CDI metadata catalogue since the start of the SeaDataCloud project → total of **2,000,402** CDIs.

- A number of **2143** e-mails were received and replied to since 01-11-2016: around **9** emails per day

- Time for resolving : Several minutes to months depending on the work performed by the partner

Self-service solutions (1/3)

Users can access all the documentation related to the SeaDataNet project at:

- SDN website + SDN Alfresco (only members)
    - Description of all the SeaDataNet tools and services
    - Installation and user manuals of SeaDataNet tools
    - Documentation on metadata formats, data formats
    - …
- Diva website
- ODV website

Self-service solutions (2/3)

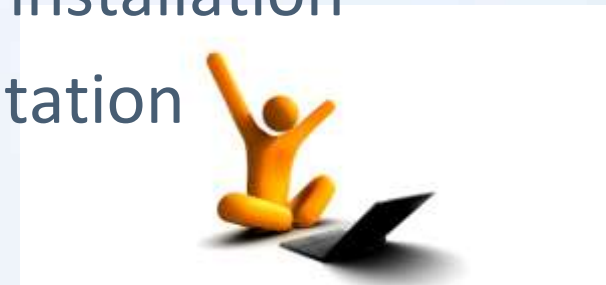Users can access themselves self-service solutions without the aid of the Help Desk

- Marine-ID

  - Register online
  - Change their personal information
  - Ask for a new password

- FAQ

  – Project FAQ for Software: NEMO, MIKADO, OCTOPUS

- Page with all available technical documentation

  – https://www.seadatanet.org/Publications/Technical-documentation
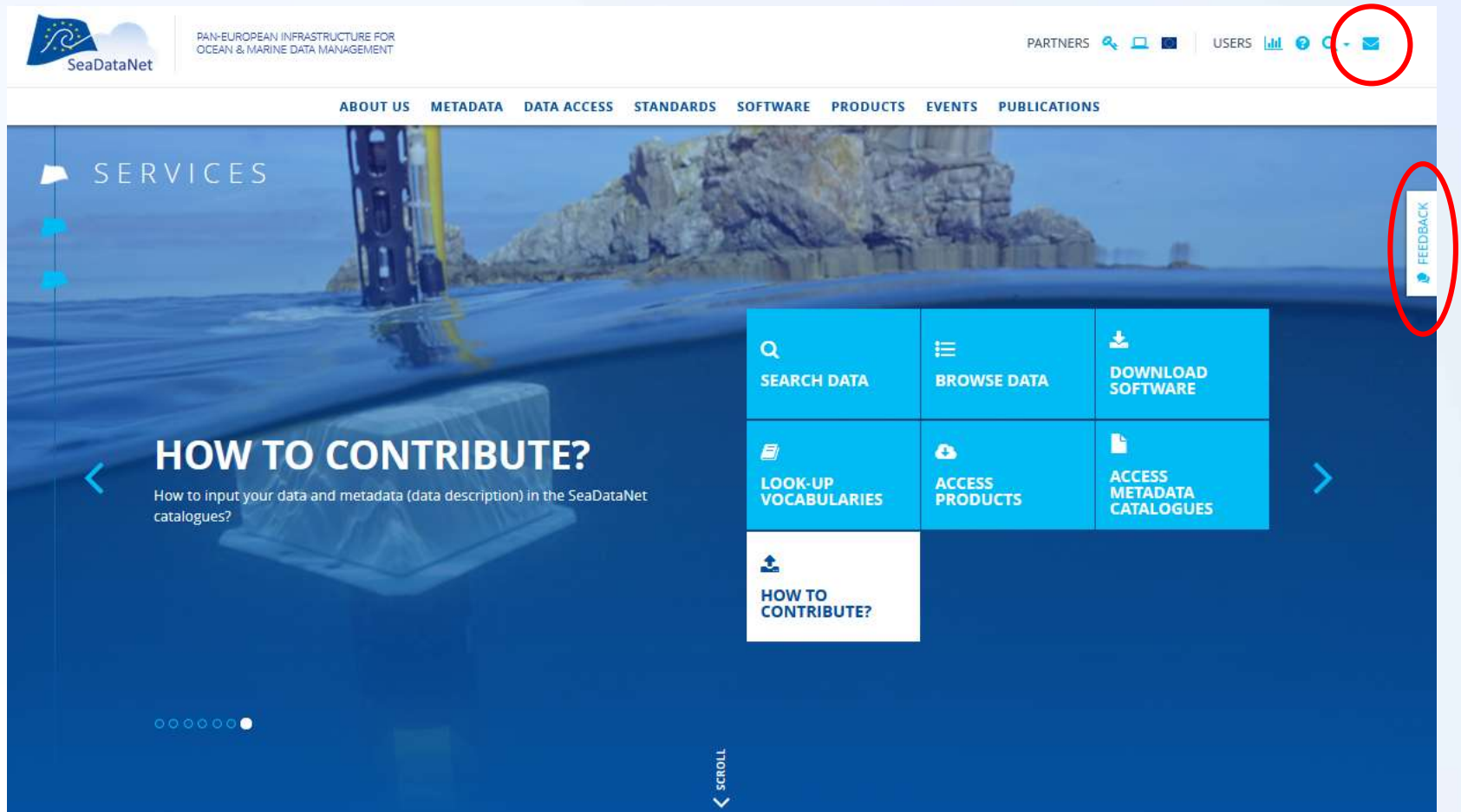
Self-service solutions (3/3)

Users can access at http://seadatanet.maris2.nl/faq.asp guides and solutions for common problems regarding:

- CDI files generation

- ODV files format generation

- Download Manager installation

- The procedures of MARIS for CDI generation, CDI submission, Download Manager installation

- Links to the "in depth" documentation

Feedback and contact

sdn-userdesk@seadatanet.org – www.seadatanet.org

Thank you for your attention