



*Second training course
Ostende 20-22 May 2014*



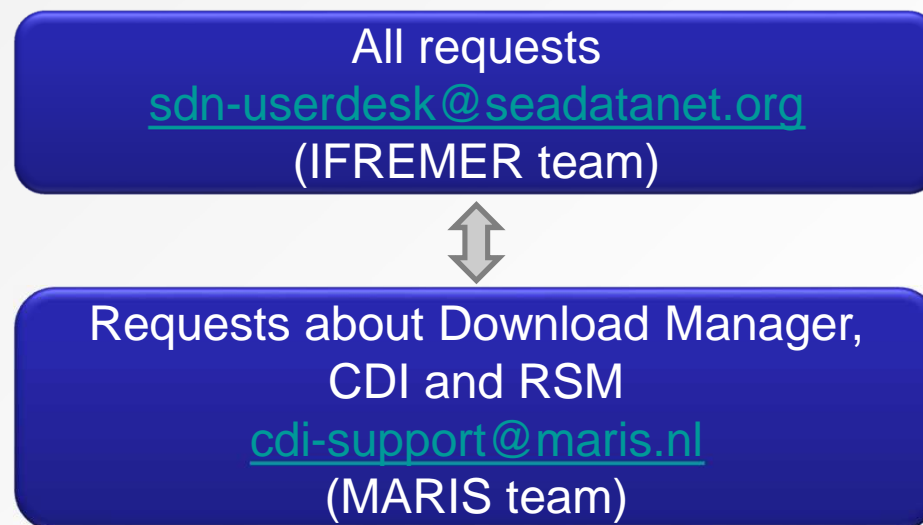
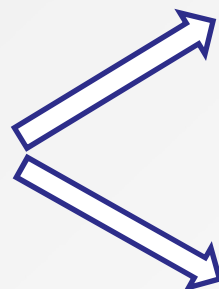
SeaDataNet

*PAN-EUROPEAN INFRASTRUCTURE
FOR OCEAN & MARINE DATA
MANAGEMENT*

Helpdesk and support

Vanessa Tosello (IFREMER), Flavian Gheorghe (MARIS)

Who to contact?



Workflow (sdn-userdesk)

sdn-userdesk@seadatanet.org



Level 1



Level 2



Level 3

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

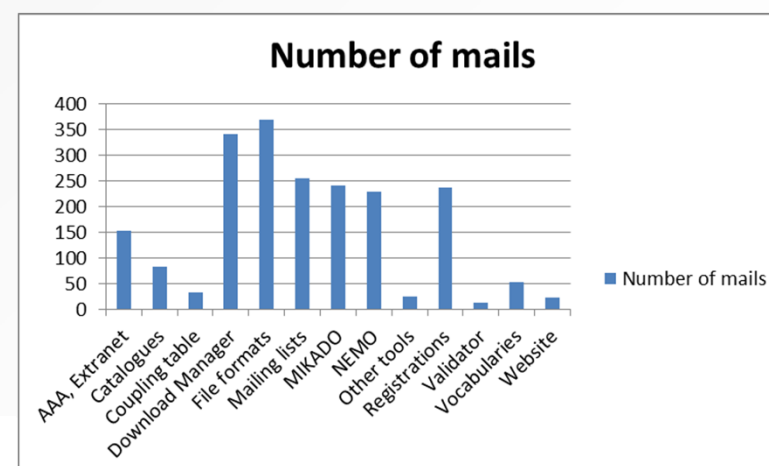
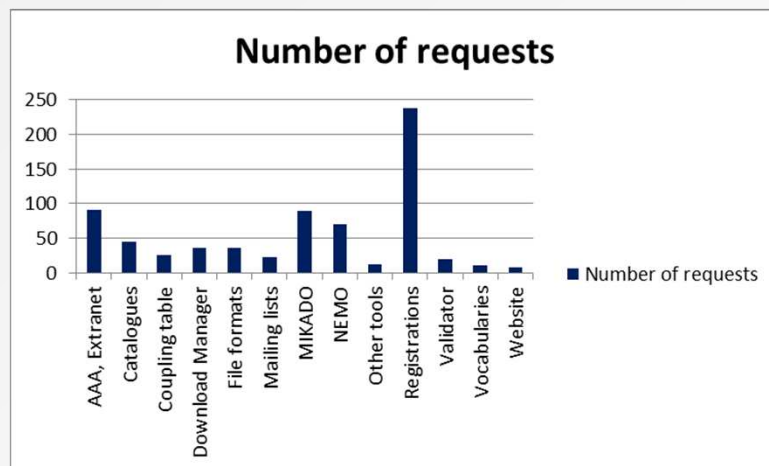
- One person every working day, not necessarily involved in SeaDataNet
- Basic level of user support
- Answer to simple queries or documented queries
 - AAA Services (Role)
- Routing to level 2 if necessary

- Broader understanding of SeaDataNet, but might not understand all the components of the system.
- Identify the user, understand the problem and solve the problem.
 - 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

- Since the beginning of SeaDataNet 2 (~= 645 working days)
 - we have received about 700 requests : more than 1 request by day!
 - we have exchanged about 1800 emails for helping users
- Time for resolving
 - Several minutes to several days
 - Longer for DM, NEMO and MIKADO

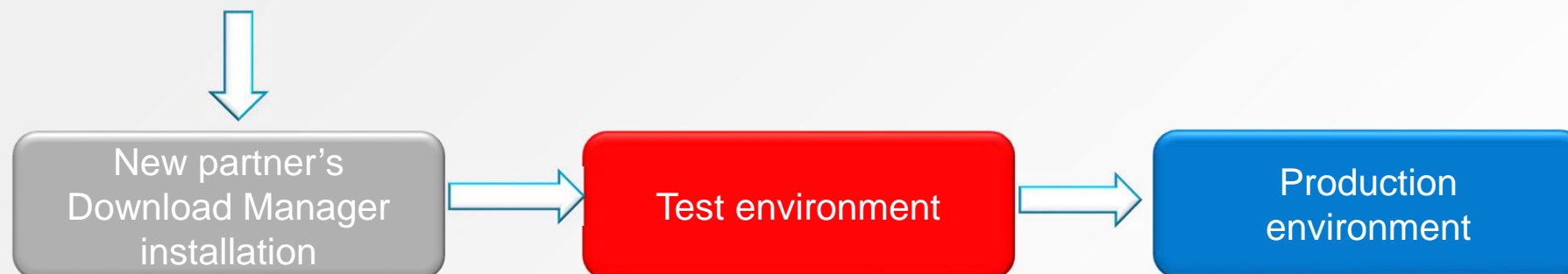


Role of CDI-Support (MARIS)

- Handles CDI submissions of partners for the various projects that use the SeaDataNet infrastructure
- 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
- Provides notifications and support for problems found during data collections for various data products

Workflow (cdi-support) for DM installations

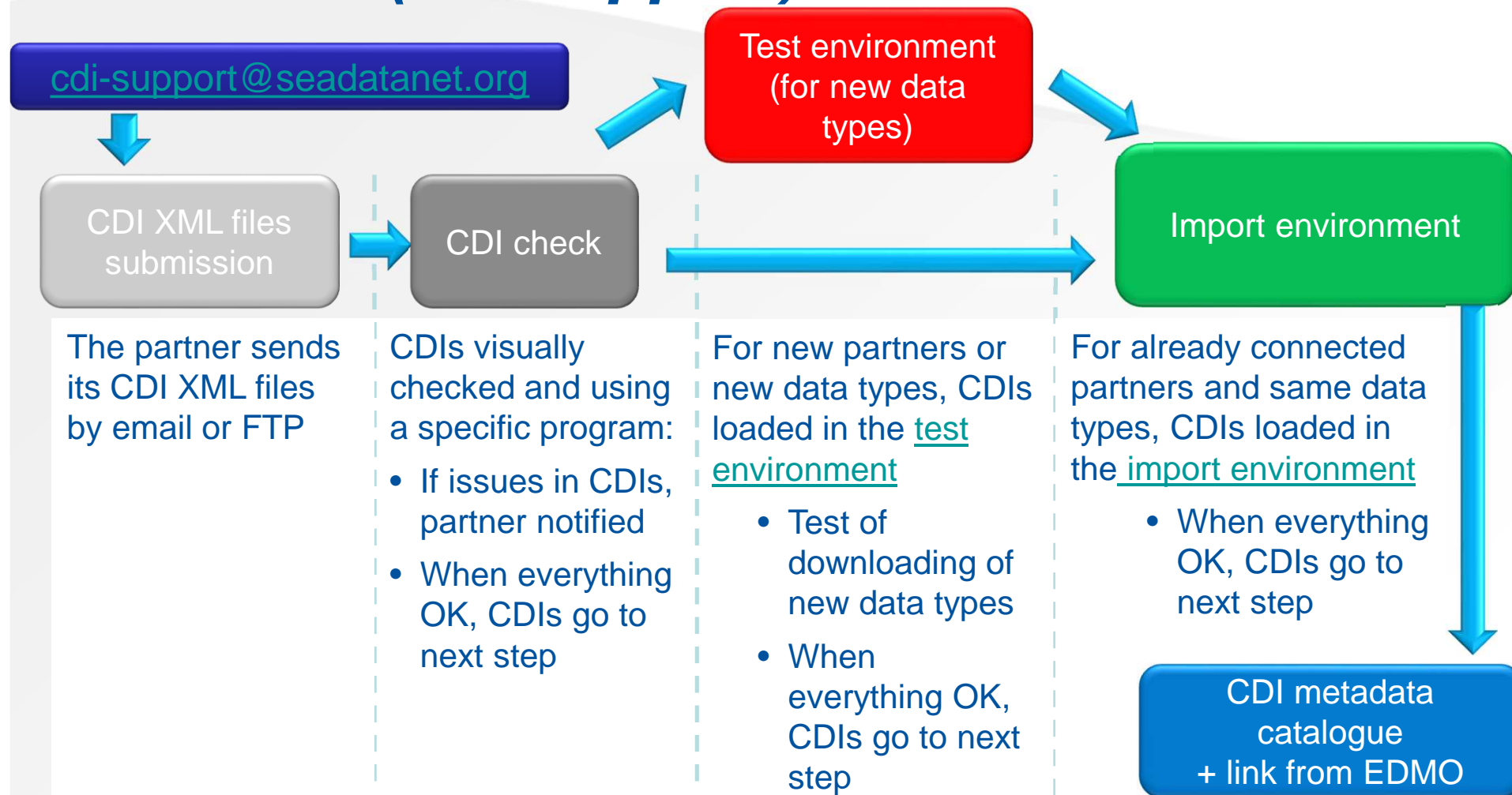
cdi-support@seadatanet.org



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

These steps have been presented in detail by Dick in his talk.

Workflow (cdi-support) for CDI submissions



CDI support in figures

- CDI-Support provides support for different projects using the SeaDataNet infrastructure
 - 8 new partners of SeaDataNet project helped to connect to the infrastructure and to add data in the CDI metadata catalogue
 - Also, help provided to partner organisations from other EU projects.
 - Currently 94 centres connected. 6 new centres working to be connected.
 - Over 600.000 CDIs added since the start of the SDNII → total of **1.566.528** CDIs.
- Time for resolving
 - Several minutes to months depending on the work performed by the partner

On-line documentation

- 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

- Users can access themselves self-service solutions without the aid of the Help Desk
 - AAA Services
 - Automated password resets
 - Change of personal information



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I do not remember my login/password, please send me a new one
to my mail address :



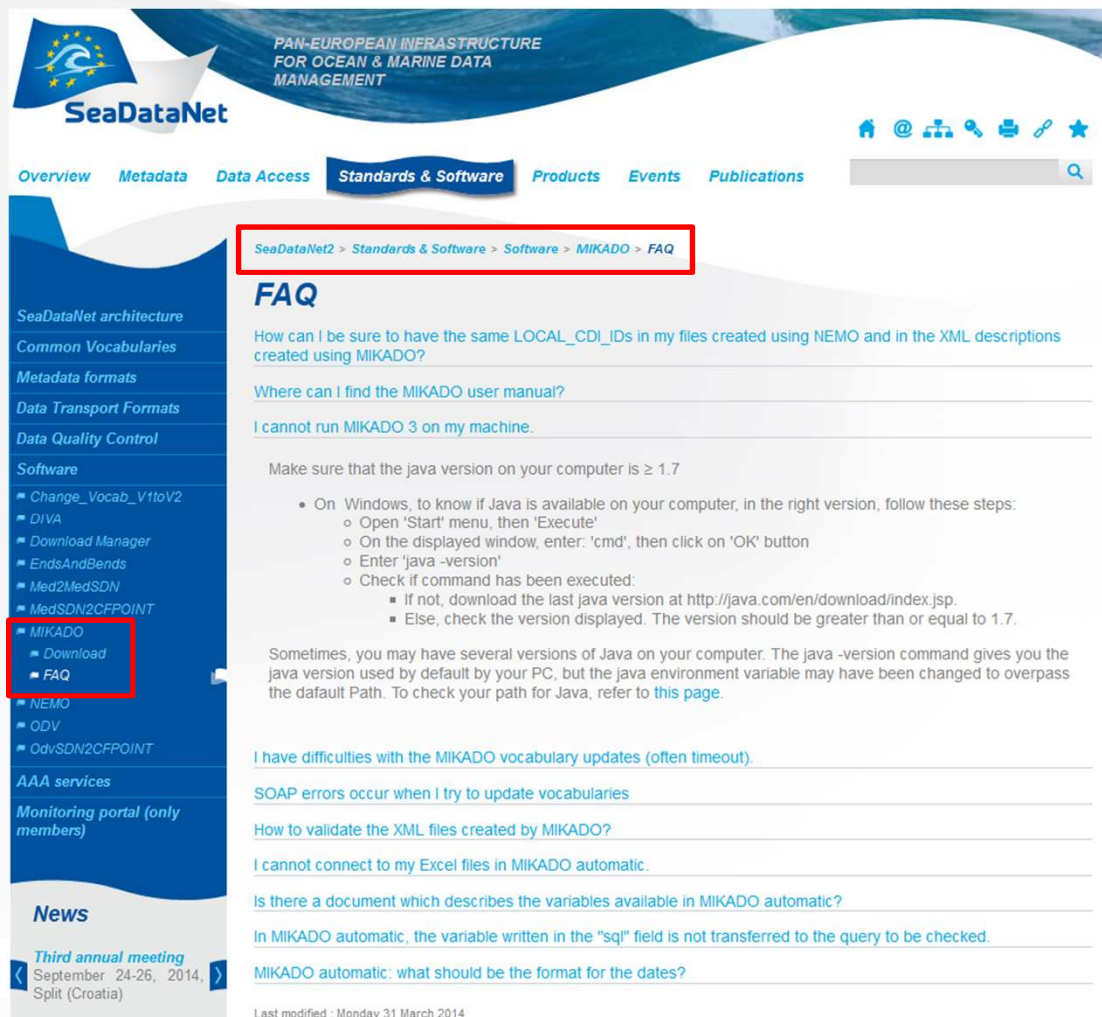
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SeaDataNet

* Title	<input type="text" value="Mrs"/>
* Family Name	<input type="text" value="TOSELLO"/>
* First Name	<input type="text" value="Vanessa"/>
* Country	<input type="text" value="France"/>
Organization	<input type="text" value="IFREMER"/>
* Activity type	<input type="text" value="EDU - Education"/>
* Legal status	<input type="text" value="GOV - Governmental"/>
* Email	<input type="text" value="Vanessa.Tosello@ifremer.fr"/>
Phone	<input type="text" value="+ 33(0)2 98 22"/>
Address	<input type="text" value="Technopole Brest Iroise, BP70"/>
Zip	<input type="text" value="29280"/>
City	<input type="text" value="Plouzané"/>
<input checked="" type="checkbox"/> Newsletters, conferences ...	
<input type="button" value="Validate"/> <input type="button" value="Cancel"/>	

Self-service solutions

- FAQ (software)
 - [NEMO](#)
 - [MIKADO](#)

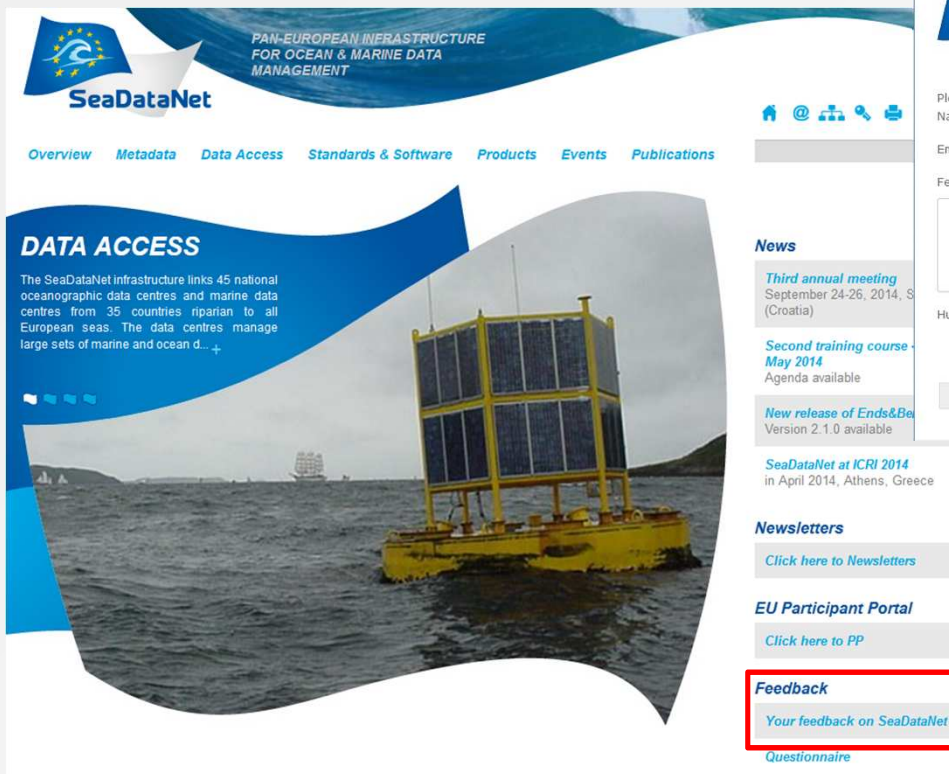
The screenshot shows the SeaDataNet website interface. The top navigation bar includes links for Overview, Metadata, Data Access, Standards & Software (highlighted), Products, Events, and Publications. A breadcrumb trail at the top of the main content area reads: SeaDataNet2 > Standards & Software > Software > MIKADO > FAQ. The left sidebar contains a list of links, with 'MIKADO' and its sub-links 'Download' and 'FAQ' highlighted. The main content area is titled 'FAQ' and contains several questions and answers related to MIKADO software, such as 'How can I be sure to have the same LOCAL_CDI_IDs in my files created using NEMO and in the XML descriptions created using MIKADO?' and 'Where can I find the MIKADO user manual?'. The footer indicates the page was last modified on Monday 31 March 2014.

Self-service solutions

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



The screenshot shows the SeaDataNet website. The header includes the SeaDataNet logo and the text "PAN-EUROPEAN INFRASTRUCTURE FOR OCEAN & MARINE DATA MANAGEMENT". The navigation menu includes "Overview", "Metadata", "Data Access", "Standards & Software", "Products", "Events", and "Publications". The main content area features a large image of a yellow offshore platform in the ocean. To the left of the image, the text reads: "DATA ACCESS The SeaDataNet infrastructure links 45 national oceanographic data centres and marine data centres from 35 countries riparian to all European seas. The data centres manage large sets of marine and ocean d...". To the right of the image, there is a "News" section with several items: "Third annual meeting September 24-26, 2014, S (Croatia)", "Second training course May 2014 Agenda available", "New release of Ends&Be Version 2.1.0 available", and "SeaDataNet at ICRI 2014 in April 2014, Athens, Greece". Below the news section, there is a "Newsletters" section with a link "Click here to Newsletters". Below that, there is an "EU Participant Portal" section with a link "Click here to PP". At the bottom, there is a "Feedback" section with a link "Your feedback on SeaDataNet Questionnaire". A red box highlights the "Feedback" section, and a red arrow points from this box to the "SeaDataNet - User feedback" form on the right.

SeaDataNet – User feedback



Please provide any feedback on the project website or data portal.

Name *

Email *

Feedback *

Human identification *

Envoyer

Thank you for your attention



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