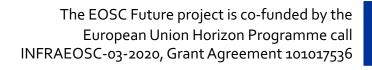


# **EOSC Platform Front-Office**

EOSC Future Open Days 23-25 November 2021

John Shepherdson (CESSDA ERIC)

Bartosz Wilk (Cyfronet)







#### **Outline**

- What is the EOSC Platform Front-Office?
- Planned new/improved features
- Benefits to users/researchers of making these changes





#### What is the EOSC Platform Front-Office?

- Built on outputs of EOSC-hub, EOSC Enhance, OpenAIRE Advance
- It aims to provide
  - Support for Open Science
  - Enhanced support and training
  - Personalised recommendations to guide researchers to
    - relevant projects, data, publications, training materials
    - potential collaborators (people, task forces, communities)











#### **Front-Office terminology**

- Portal Website allows users to Navigate the Front-Office
- <u>Catalogue and Marketplace</u> allows users to **Discover, access and** <u>compose resources</u>
- User Panel allows users to Interact with the Front-Office using a personalised dashboard
- EOSC Knowledge Hub allows users to Access and contribute to EOSC skills and training materials
- Open Science Statistics allows users to Access Open Science statistics
- Open Science Helpdesk allows users to Obtain support







# Front-Office scope functions and features

Function	Features
Navigate the Front-Office	EOSC Platform gateway webpage
	Front-Office capabilities
	Back-Office capabilities
Discover, access and combine resources	Smart search user interface
	<ul> <li>Personalised resource suggestions</li> </ul>
	Resource comparison
	<ul> <li>Provider/resource details and access pages</li> </ul>
	<ul> <li>Resource ordering and order management</li> </ul>
	<ul> <li>User space for combining resources</li> </ul>
Interact with the Front-Office using a	User profile
personalised dashboard	User settings
	Personalised content
	User space access
	Feedback mechanisms
Access and contribute to EOSC skills and	<ul> <li>Landing page for knowledge access</li> </ul>
training materials	<ul> <li>Skills and training materials access</li> </ul>
	<ul> <li>Skills and training materials authoring</li> </ul>
Access Open Science statistics	Open Science metrics
	Graphical metric analysis tools
Obtain support	<ul> <li>Open Science helpdesk/messaging access</li> </ul>
	EOSC Core Helpdesk reporting access









#### Front-Office current state of play

#### Currently available for researchers:

- Portal website https://eosc-portal.eu
- Virtual tour for new users https://eosc-portal.eu/news/new-tour-eosc-catalogue-and-marketplace
- Catalogue and Marketplace https://marketplace.eosc-portal.eu
- 'Enhance your research with the EOSC Portal Marketplace' https://www.youtube.com/watch?v=adOB-rcXils

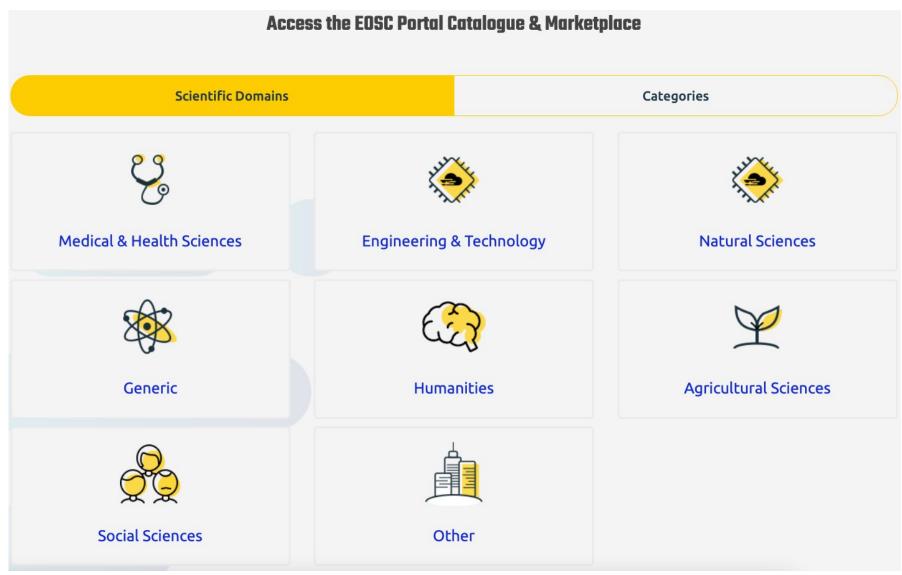








#### **Portal website**





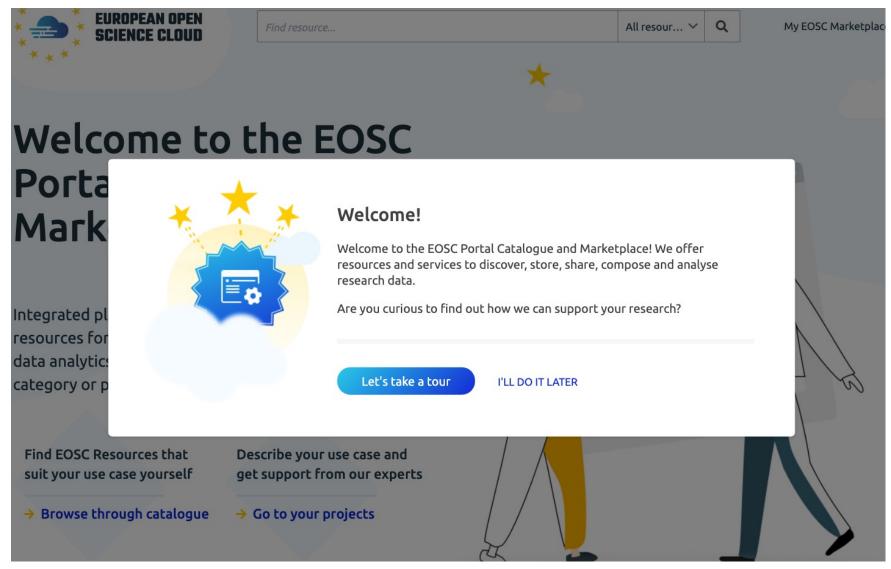








#### Virtual tour for new users











#### **Catalogue and Marketplace**



Find resource... All resour... Y

v Q

My EOSC Marketplace

# Welcome to the EOSC Portal Catalogue and Marketplace

Integrated platform that allows easy access to lots of resources for various research domains along with integrated data analytics tools. Browse by scientific domain, resource category or provider and, if you need help, we are here for you!

Find EOSC Resources that suit your use case yourself

Describe your use case and get support from our experts

→ Browse through catalogue

Go to your projects











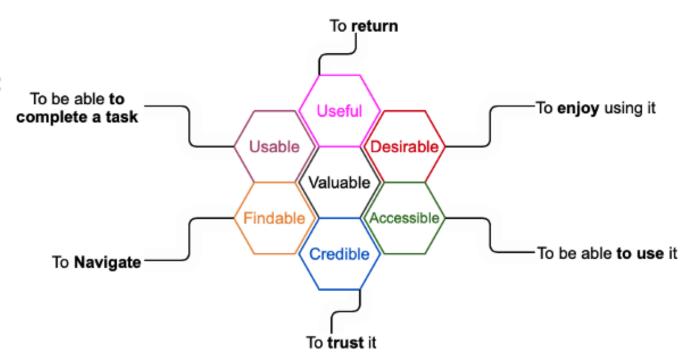


#### **User Experience (UX)**

#### What is User Experience?

#### User experience determines:

- how the user feels when using a "product"
- If they like or dislike when using it
- If they will use it again.

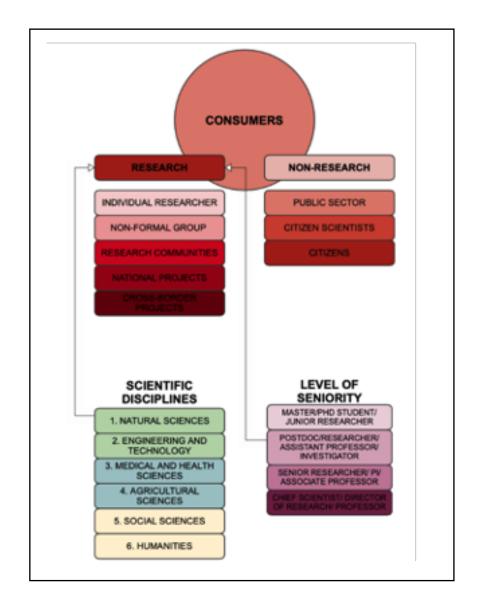


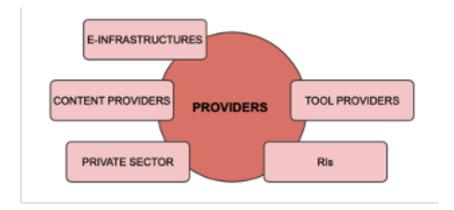


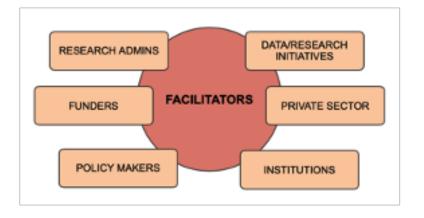




#### Front-Office focus is on Consumers' UX







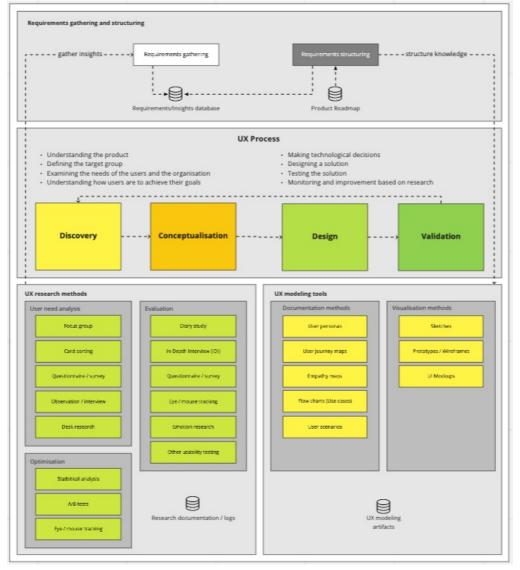








# **UX methods and User modelling**









#### Improved: User Experience

- Discover what Users want from the EOSC Front-Office
  - Feedback mechanisms
  - Surveys
  - Mockups
  - Interactions with EOSC User Group
- Analysis of Users/User interactions
  - User personas
  - User stories
  - User journey maps
  - Card sorting



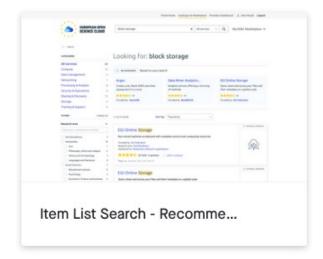


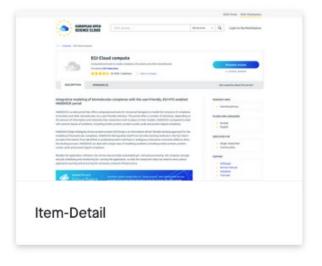


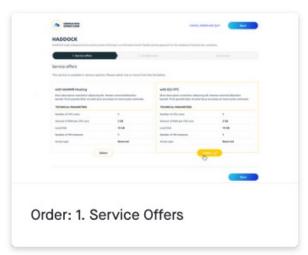


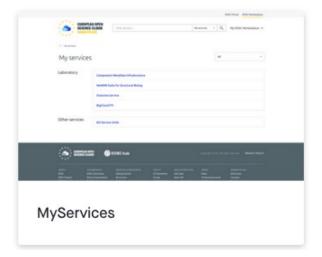


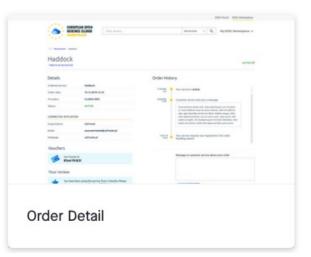
#### User Interface mockups

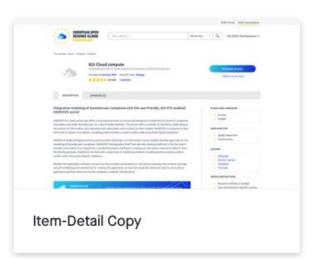




















#### Improved: User profile and interactions

- Enhance User profile
  - User modelling
  - Used to collect, manage and share research project-relevant services and scientific data
- Enrich data
  - With e.g. User activity history
  - Used for personalised recommendations
    - Datasets, services, publications, skills and training modules that match their preferences
- Evaluation of system usability
  - Analyse feedback from Users
  - Make iterative improvements











#### **New: User panel**

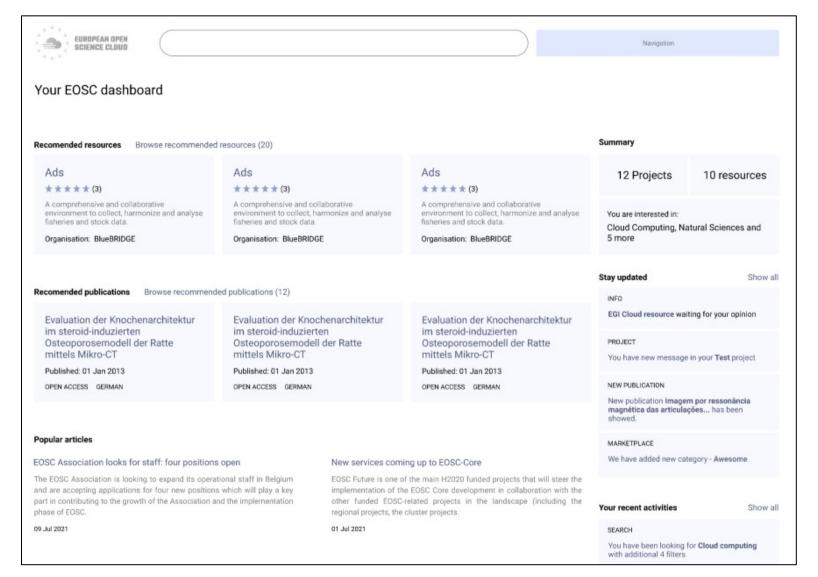
- Access User profile view, edit data about the user
- Manage User settings customise the panel to the User's needs
- Access EOSC-managed items helps User to discover, learn, acquire, manage and combine items
- Provide feedback allows the User to rate items (both positively and negatively)
- View collaboration history with other EOSC users, projects or research groups







#### **New: User Panel (mockup)**





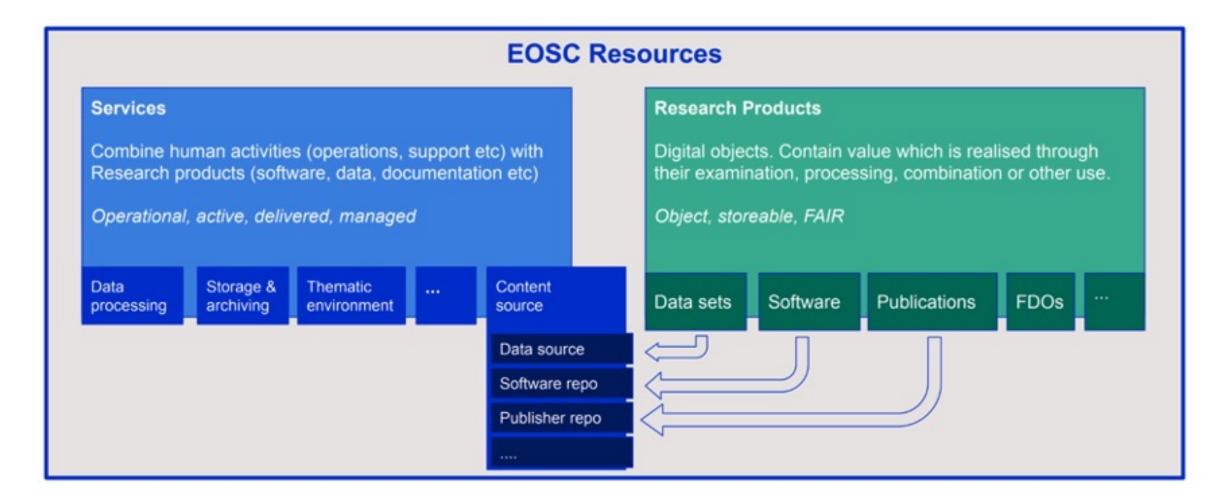








#### **New: Types of resources**









#### Improved: Cross-catalogue discovery

- Smart resource discovery mechanism
  - Search across multiple resource types
    - research products (datasets, publications, projects), training materials, EOSC Portal news
  - Advanced full-text search capabilities
  - Use of filters and various sorting mechanisms to refine results sets
  - Resource comparison
  - Favourites
- Resource visualisation
  - User-optimised display of metadata properties of the resource
  - User-optimised display of metadata properties of the resource provider

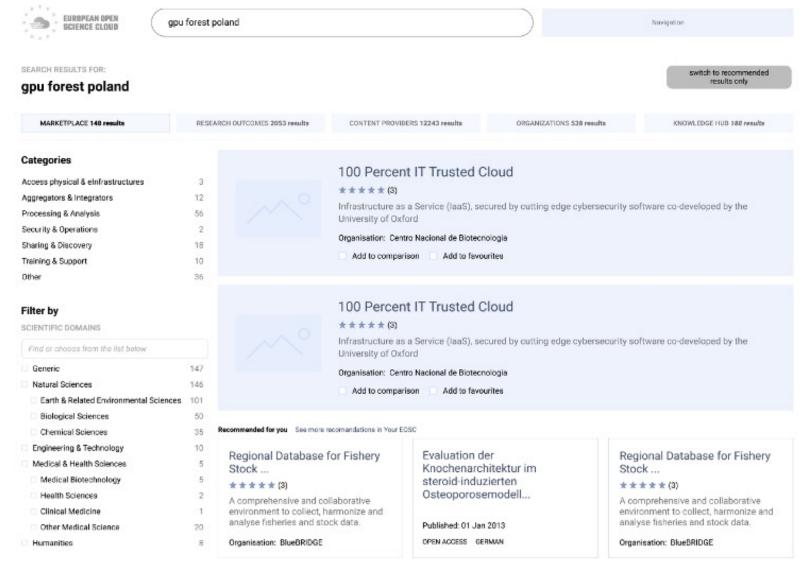








## Improved: Cross-catalogue discovery (mockup)



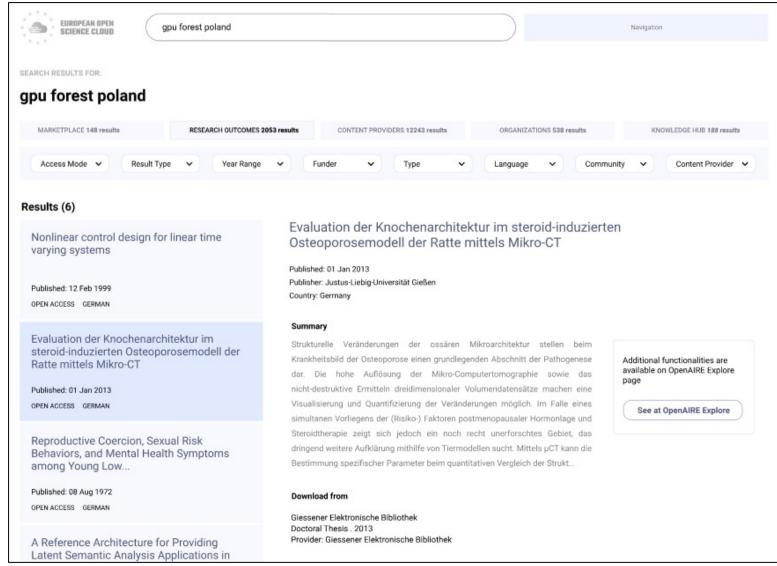








#### Improved: Search results display (mockup)



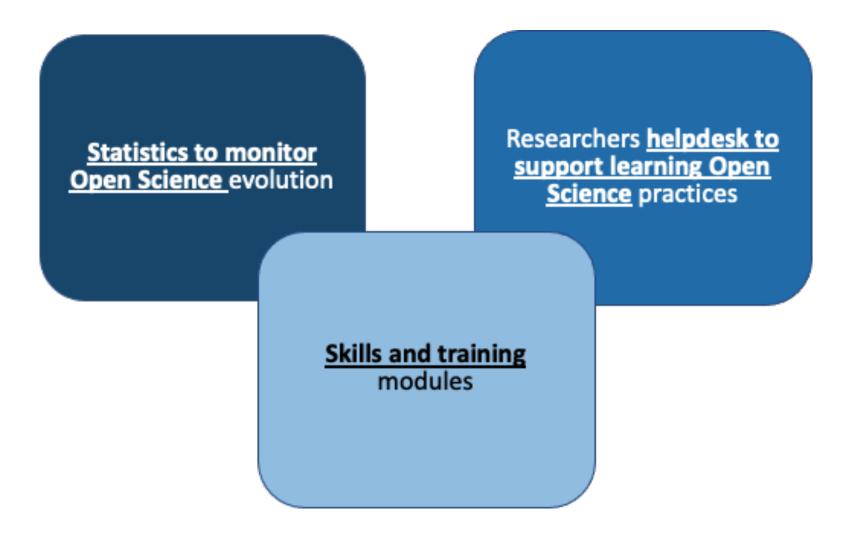








### **New: Support for Research activities**













#### **New: Support for Open Science**

- **Statistics** 
  - Based on platform provided by OpenAIRE
    - https://osobservatory.openaire .eu/
  - Overview of Open Science across Europe
  - Detailed view of Open Science across Europe
  - Detailed view of Open Science for individual countries









#### **New: Support for Open Science**

- Easy access to different types of training support material
  - intuitive navigation
  - events materials, online courses, MOOCs, training workflows etc
- Helpdesk/Messaging
  - allow EOSC user community to submit help requests by transparently reaching out to community experts
- Training Catalogue
  - provide support material such as FAQs and a User forum









#### Improved: Support and training

- Knowledge Hub
  - provide platform for training and skills activities
- Knowledge Hub Operations
  - operation of training catalogue and training platform services
  - combine training resources into workflows









#### New: Al-based personalised recommendations

- Provide Users with recommendations concerning items (resources, services, skills and training modules, projects and publications) of possible interest
  - Based on viewing history
  - Based on order history
  - Based on general popularity
  - Based on popularity among users with a similar background/interests
- Provided in real-time, via Front-Office
- Powered by Machine Learning
- Provided offline, via email or other messaging systems











#### **Benefits for Researchers**

Automated service order delivery mechanisms integrated by various providers

Integrated information about resource popularity, availability and usage Guidance through the compatibility of various types of resources

Skills and training modules

#### Your EOSC

dashboard as a space for personalised suggestions, profile management and feedback

Customisable Al-based recommendations for various types of resources

Researchers helpdesk to support learning Open Science practices

#### New types of EOSC

resources

(datasets, publications, software, etc.) More understanding of resources with better structured metadata models

Smart search and discovery mechanisms, enhanced catalogue and marketplace functionalities

Statistics to monitor **Open Science** evolution









#### What else?

**Automated** service order delivery mechanisms integrated by various

Integrated information about resource popularity, availability and usage Guidance through the compatibility of various types of resources

modules

Your EOSC dashboard as a space for personalised suggestions, profile management and

AI-based

Researchers helpdesk to support learning **Open Science** practices

New types of EOSC

resources publications, software, etc.) More understanding of resources with better structured metadata models

Smart search and <u>discovery</u> mechanisms, enhanced catalogue and marketplace functionalities

Statistics to monitor Open Science evolution

Let us know what you want from the EOSC Front-Office

contact@eosc-portal.eu









# Thank you for your attention

