Service documentation for EOSC providers Workshop 1: Describing your service for onboarding

November 9, 2022

The EOSC Future project is co-funded by the European Union Horizon Programme call INFRAEOSC-03-2020, Grant Agreement 101017536

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Agenda

Time	*Topic*
13:00 – 13:10	Welcome!
13:10 – 13:25	Service documentation: what, why & how (in main meeting)
13:25 – 13:50	Exercise 1: examples of service descriptions in the EOSC Marketplace (in breakout rooms)
13:50 – 14:00	Break
14:00 – 14:40	Exercise 2: describe your own service (in breakout rooms)
14:40 – 15:00	Summary & wrap-up (in main room

NOTE: Exercise 2 kicks off at 14:00 sharp (in the main Zoom meeting)!

“Housekeeping”

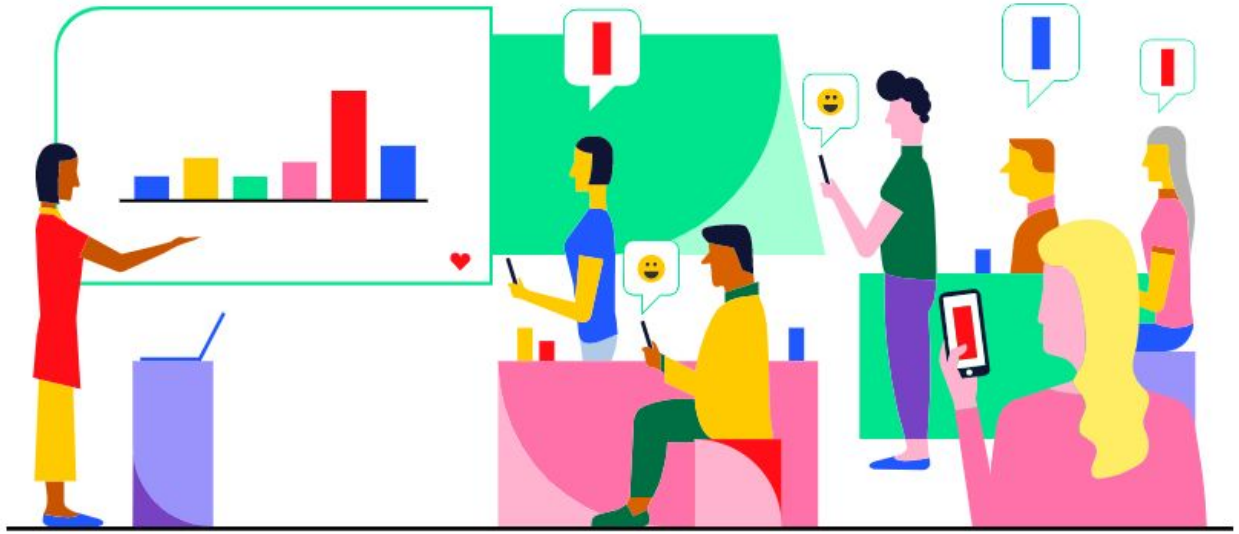
1. We won’t be recording – but all slides and exercise materials will be shared during & after the workshop
2. You are encouraged to use your full name & affiliation in the Zoom participant list
3. Please interact with each other, in the breakouts and discussions!
4. Be nice & courteous, and remember we are all learners today
5. Have fun!

About the EOSC Future work package (WP) 9

- Part of 6 thematic pillars - WP9 is building **training and skills** for EOSC and EOSC Future
- Targeting **5 stakeholder (actor) groups**
- **Consolidate EOSC-related learning resources** from other projects and initiatives **and develop new ones**
- Create a centralised resource for EOSC-related learning: **the EOSC Knowledge Hub**
- Promote best practices and **FAIR principles**
- Align and **collaborate** with other ongoing EOSC-related projects
- Engage with the wider non-EOSC community
- Create a **long-term, sustainable** solution for EOSC learning

But first, a few questions about you!

Go to www.menti.com and use the code **5909 9217**



A brief introduction to service documentation

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ICOS Carbon Portal & ENVRI-FAIR

November 9, 2022

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Service documentation – the basics

1. Why?
2. What?
3. For whom?
4. How?

Image source

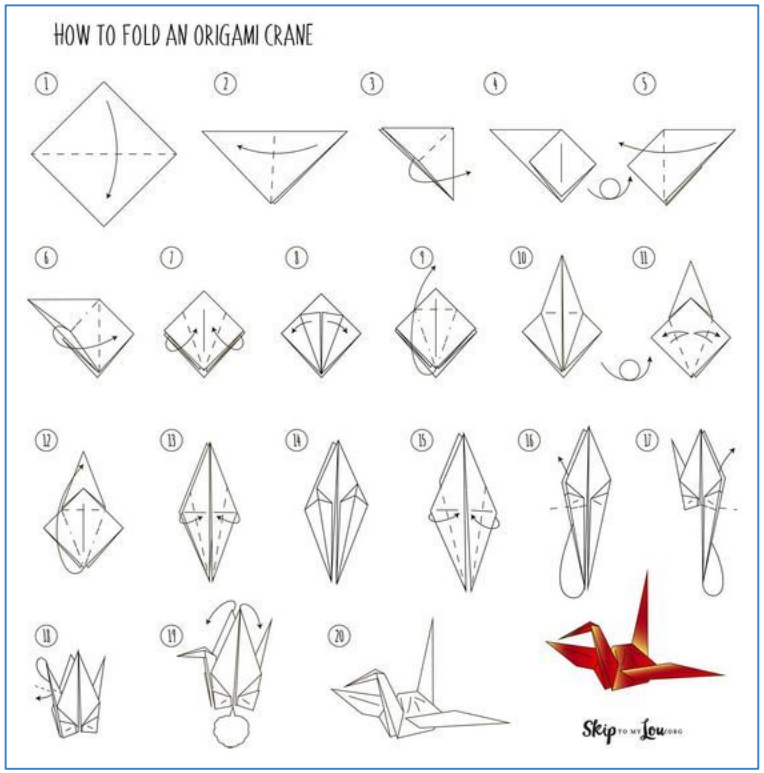
WHY do service documentation?

1. Support discovery of your service!
2. Attract (new) users!
3. Give usage guidelines & best practice
4. Maintain your own knowledge

Image source

WHAT counts as service documentation?

1. (Short) descriptions (what, for whom, benefits, …)
2. Introductory video
3. Usage instructions (step-by-step)
4. Usage examples & use cases
5. Technical specifications
6. Code & scripts (well-commented)
7. …



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WHO needs service documentation?

1. Potential users
2. Actual users – newbies and experienced alike
3. IT developers in other organisations
4. Communicators in your own organisation
5. …

Image source

HOW do you create service documentation?

1. Form a team with IT developers, communicators and researchers
2. Analyse requirements & “drivers”
3. Define your target audience(s)
4. Decide your ambition level & priorities
5. Start simple: description, usage guide, tech specs
6. Plan for collecting feedback
7. Consider sustainability & update frequency

Image source

Today: focus on service descriptions (for EOSC)

The field "Description" in the EOSC "Resource Profile" metadata model should contain "A high-level description i***n fairly non-technical terms*** of

a) what the Resource does, functionality it provides and Resources it enables to access,

b) the benefits*) to a user/customer delivered by a Resource,

c) list of customers, communities, users etc. using the Resource."

Basically: **What? Why? For whom?**

=> two hands-on exercises

*) Benefits are usually related to "alleviating pains or producing gains"

Questions or comments?

Exercise 1:

Let's look at some examples of service descriptions

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Exercise 1

You will

- Look at 3 real examples of EOSC Marketplace service descriptions
- Assess if you think these address the 3 criteria (What? Why? For whom?) in a "fairly non-technical manner"
- Combine your results with those of fellow participants and discuss

We will divide you into 4 breakout rooms at random

Materials: detailed instructions and a worksheet template

Short break

- please be back in the Zoom main room at 14:00 sharp!

Exercise 2: Write your own service description

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Exercise 2

In this exercise you will create a description of your own service!

- For each of the 3 criteria (What? Why? For whom?)
  - Start by collecting keywords or bullet points
  - Then, convert these into (2-3) sentences
- Combine into a paragraph of text, using a "fairly non-technical" style
- Copy over to the common document
- Discuss: What was easy? What was harder? How do your descriptions compare to the ones from Exercise 1?

Please convene in the **same breakout groups** as for Exercise 1 !!!

Materials: detailed instructions and a worksheet template

Summary of exercise outcomes & wrap-up

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Summary of the day

1. Quick reports from the breakouts (mainly Exercise 2)
2. Reflections & discussion
    a. Do you think differently about service descriptions now?
    b. Will you be able to apply what you learned today in your work?
    c. What other types of service documentation are needed for your service(s)?
3. Future plans for service provider training

Request for feedback

Please help us to develop good training by giving feedback on what you think of today's workshop!

1. Fill out the feedback form (see link in chat)
2. Contact us directly

   margareta.hellstrom@nateko.lu.se

Thanks for participating!

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