

Championing Users – A Guide to Enabling Campus Researchers

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What do we have?

Arkansas

- 400 Users
- 2 FTE Systems / Support
- 1 FTE Evangelist / Outreach
- 3 Clusters
 - 5000 cores / 408 nodes

Kansas State

- 600 users
- 2 FTE sysadmin/support
- 1 FTE evangelist (hiring)
- 1 Cluster
 - 2200 cores/150 nodes

What do we do?

Arkansas

- Email/phone/inperson help
- New User Workshops
- Collaborative Research

Kansas State

- Email/phone/inperson help
- Training sessions
- Videos (YouTube!)



Where does it break down?

Arkansas

- New users
- Data Management
- Sustainability
- Campus Silos
- Diverse User Base
- Staff / User Ratio

Kansas State

- Windows/licensing issues
- Beginners
- Porting/deep problems
- Overcoming inertia
- Mindshare deficit

Where do we go?

Arkansas

- Additional Staff?
- Annual CI Conference
- Increased collaboration with Regional and Nat'l providers

Kansas State

- Adding evangelist
- Planning CI-Days
- Dean/Dept. Chair support
- Deliberately planned XSEDE cooperation for human scalability
 - Regional too?

XSEDE

Extreme Science and Engineering
Discovery Environment



XSEDE – What is it??

National Cyberinfrastructure for Scientific Research

- Supported by the National Science Foundation
- World's largest distributed cyberinfrastructure for scientific research
- Integrated high performance computers, data resources, experimental facilities



What Does XSEDE Provide?

- Regular correspondence on new resources, services, and offerings
- Participation in User Services Working Group
- Forum for sharing information
- Campus visits by XSEDE personnel
- Training for Champions
- Allocation of resources
- Waiver of registration fee to annual conference



XSEDE Digital Resources and Services

- Computing Resources
 - High Performance Computing
 - High throughput Computing
- Remote Visualization Servers and Software
- Data Management and Storage
- Central Allocations Process
- Technical User Support
- Training, Education, Outreach
- Campus Champions



What is the Campus Champion Program?

The Campus Champion program is intended to identify and support a campus representative who will become the local source of knowledge about XSEDE digital resources and services. This knowledge and assistance will empower researchers and educators to advance scientific discovery.



Who Should Be the Champion?

- Each institution is unique in its needs
- May need more than one Champion
- Champion likely to be from one of the following communities
 - CIO staff member
 - IT professional staff member
 - Researcher or faculty member with a passion to engage colleagues

Questions?

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XSEDE

In summary...

- Better documentation and online content to avoid duplication of effort.
- Make established researchers “partners” in bringing new users up to speed.
- Continue to refine systems to minimize unnecessary complexities.
- More \$