The NAISS way for user support and NAISS branches

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Henric Zazzi

- Physically working at PDC, KTH since 2013
- PhD in molecular biology/bioinformatics
- Head of Scientific Services
- Deputy user support manager
User Support Advisory Committee (USAC)

- The users voice in NAISS support organisation
- Provide advice to NAISS Management
- Determine user features
- Evaluate support status
- ...

National Academic Infrastructure for Supercomputing in Sweden
What will NAISS provide

• Strive for same or better high-quality support
• Lead basic/mid level of support
• Coordination of advanced level of support
Support collaboration

- Collaboration
- Knowledge transfer
- National support
- Provide internal tools

Knowledge area

Knowledge area
# Levels of support

<table>
<thead>
<tr>
<th>Name</th>
<th>Type</th>
<th>Type of support</th>
<th>Funding</th>
</tr>
</thead>
<tbody>
<tr>
<td>L1</td>
<td>Basic</td>
<td>user accounts, login issues, system permissions, security, ...</td>
<td>NAISS</td>
</tr>
<tr>
<td>L2</td>
<td>Mid-level</td>
<td>compilers, runtimes, scientific software installations, ...</td>
<td>NAISS branches</td>
</tr>
<tr>
<td>L3</td>
<td>Advanced</td>
<td>scientific software development</td>
<td>Local</td>
</tr>
</tbody>
</table>
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Support Level

L3

Software development

Installation

User driven, time limited

Parallelisation

Effectivisation

Development advice

Scaling

Advice job scheduling

User accounts

Licenses

Login

Time spent

14d+

0-14d

Funding

Local

NAISS
Current status

• Newly appointed managers for NAISS support
• Working group forming with different branch representatives
• Discussions ongoing regarding...
  • Communication
  • Facilitating a distributed support group
Next Steps...

- Awaiting signed branch agreements
- Creation of working group for organising the user support
- More tools to facilitate a distributed organisation
Input for group discussions

How would you like to interact with NAISS user support?

Current options:

- Email
- Web form in SUPR
- Monthly zoom-ins
Input for group discussions

Tasks for the User Support Advisory Committee?

• Collaboration/interaction with other infrastructures?
• Interaction with research centres?
• Interaction with European projects?
• …
Input for group discussions

Ideas for the format of future NAISS user forums?

• How often?
• Presentations by users?
• Hosted by the same or different Universities?
• ...
Input for group discussions

Interest in hosting outreach visit from NAISS user support?

• Present NAISS to new users?
• ...

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