The NAISS way for user support and NAISS branches

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- Physically working at NSC, LiU
- PhD in computational chemistry
- Application expert at NSC since 2008
- Head of the application expert unit at NSC
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Henric Zazzi

- Physically working at PDC, KTH since 2013
- PhD in molecular biology/bioinformatics
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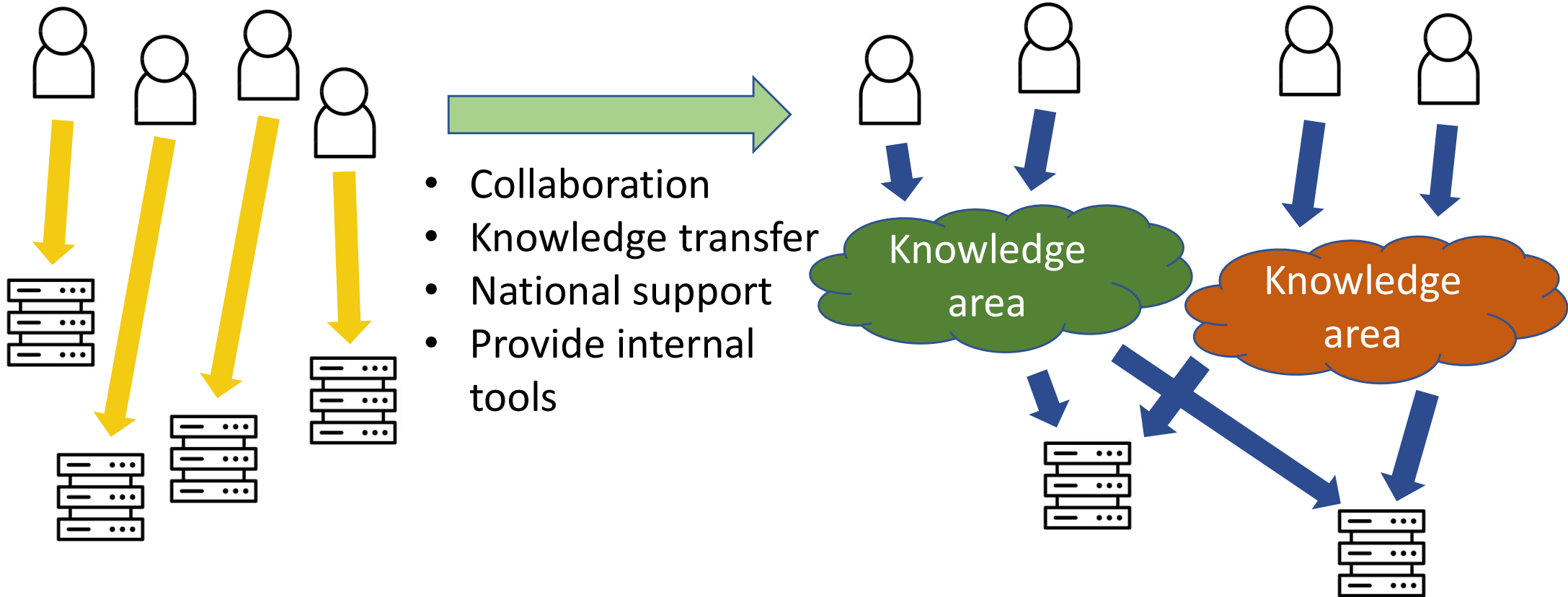- Deputy user support manager

User Support Advisory Committee (USAC)

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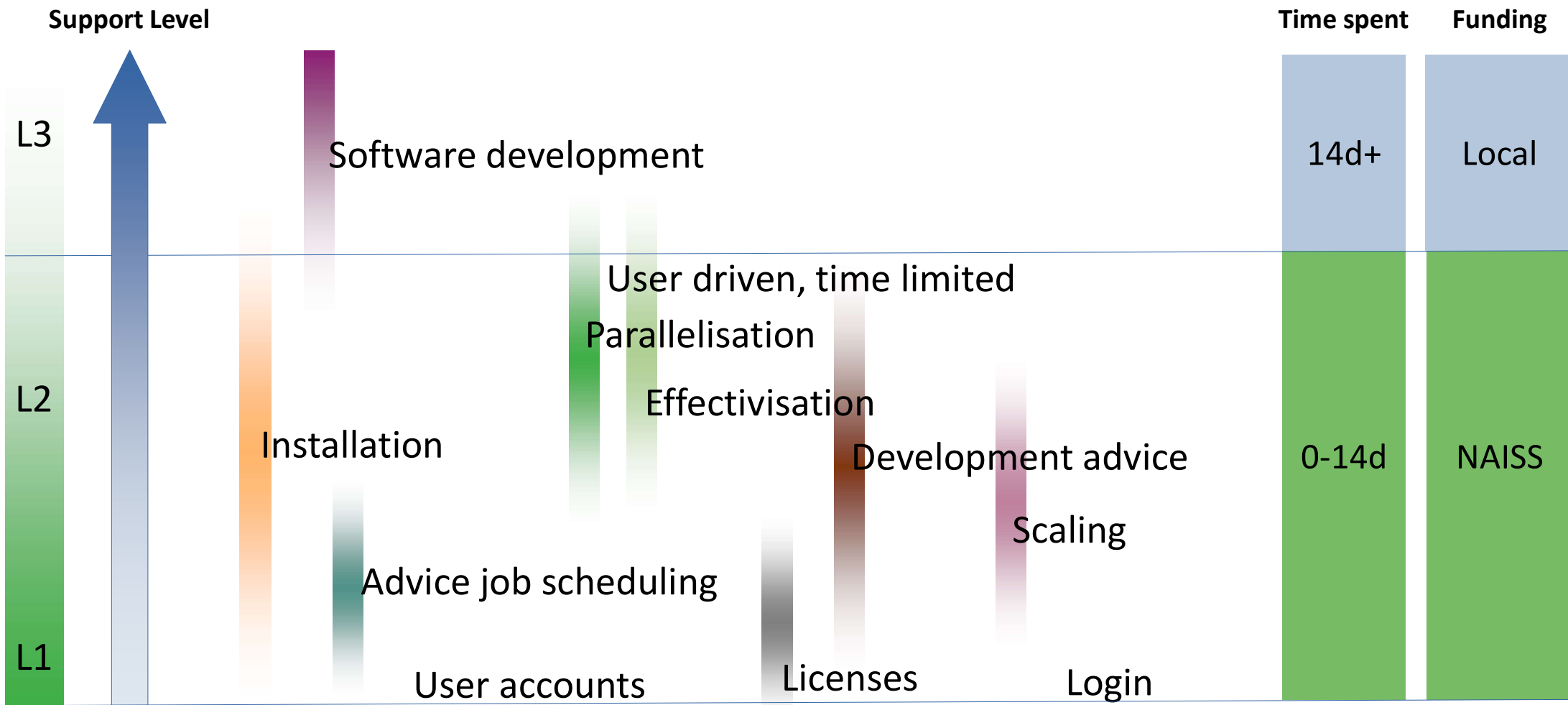- …

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

Name	Type	Type of support	Funding
L1	Basic	user accounts, login issues, system permissions, security, …	NAISS
L2	Mid-level	compilers, runtimes, scientific software installations, …	NAISS branches
L3	Advanced	scientific software development	Local

Support Level

L3

L2

L1

Software development

User driven, time limited

Parallelisation

Installation

Effectivisation

Development advice

Scaling

Advice job scheduling

User accounts

Licenses

Login

Time spent

14d+

0-14d

Funding

Local

NAISS

NAISS

National Academic Infrastructure for Supercomputing in Sweden

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?
- …