Improved usability and support
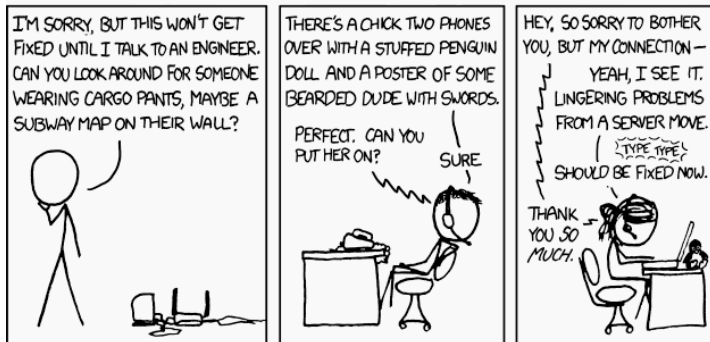
- Documentation: developers don't write it, and users don't read it.
- Site is sad ☹
- Wiki is sad ☹
- Askbot is sad ☹
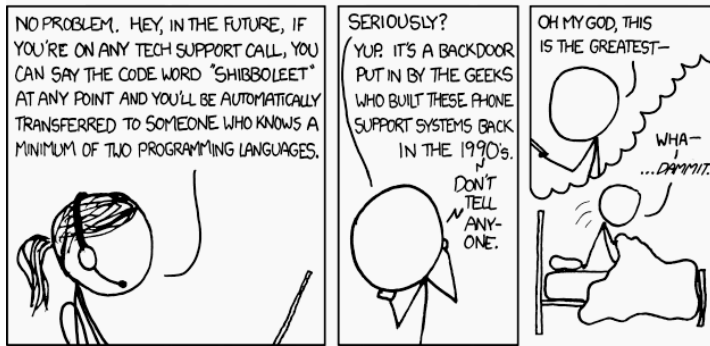- Mailing list is sad ☹
- User support needs more focus

ESGF Support Working Team
- ↗ Looking for a co-lead (harris112@llnl.gov)
- ↗ Will be setting up a weekly phone meeting

Define Goals and Purpose
- ↗ Define term "User"
- ↗ Who are our Power Users?
- ↗ Gather input and feedback

ASKBOT

↗ http://askbot-esgf.llnl.gov

  ↗ Good feedback

↗ Requires our users to understand their role

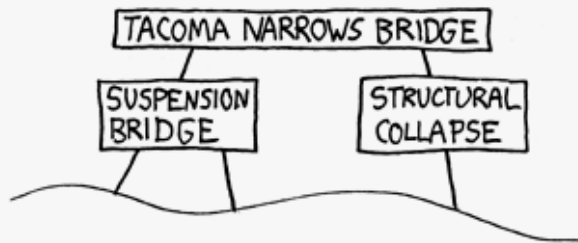 ↗ Developer, Publisher, SysAdmin, Researcher…

Mailing List Archives

↗ Creating a bot subscribed to the lists to start archiving.

↗ Collecting old emails we all have been saving and storing.

↗ Create or find a web interface / searchable application (Google indexing is a must)
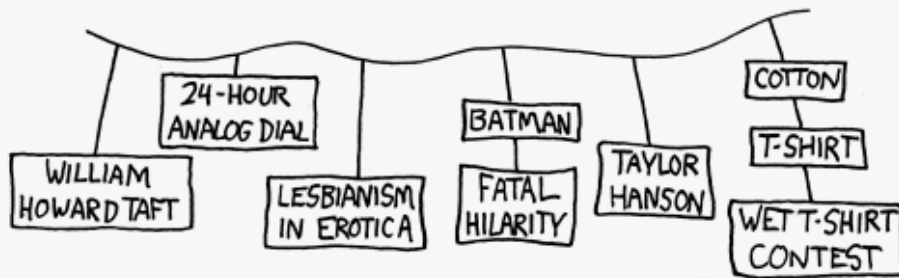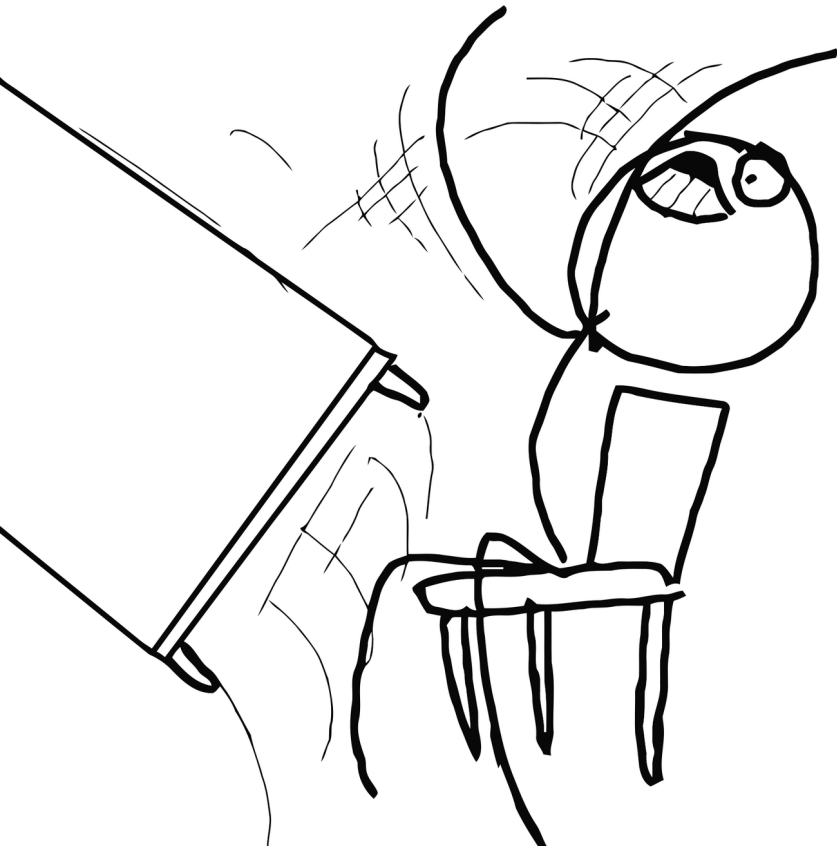
Wikis

THE PROBLEM WITH WIKIPEDIA:

- ↗ https://github.com/ESGF/ esgf.github.io/wiki

- ↗ Out of date / not well maintained

- ↗ Github has been an improvement
  - ↗ (from my point of view)

- ↗ Content Management System?
  - ↗ We left Moin Moin.

- ↗ Confluence?

Face to Face Thus Far

- Documentation
  - https://github.com/ESGF/esgf.github.io/blob/master/README.md

- Installing
  - https://github.com/ESGF/esgf-installer/wiki
  - Workshops?

- Uptime
  - Better communication
    - Email list?
    - Website banners?
    - Node banners?

Links

- ↗ Mailing Lists
  - ↗ esgf-user@lists.llnl.gov
  - ↗ esgf-devel@lists.llnl.gov

- ↗ Website
  - ↗ http://esgf.llnl.gov

- ↗ Wikis
  - ↗ General: https://github.com/ESGF/esgf.github.io/wiki
  - ↗ Installer: https://github.com/ESGF/esgf-installer/wiki
  - ↗ drslib: https://github.com/ESGF/esgf-drslib/wiki
  - ↗ Search: https://github.com/ESGF/esg-search/wiki
  - ↗ Dashboard: https://github.com/ESGF/esgf-dashboard/wiki

- ↗ Document Links
  - ↗ https://github.com/ESGF/esgf.github.io/blob/master/README.md