7

Improved usability and support

Documentation the good, bad, and ugly

esgf-swt

- Documentation: developers don't write it, and users don't read it.
- Site is sad ☺
- Wiki is sad ⁽³⁾
- Askbot is sad ☺
- Mailing list is sad ⁽²⁾
- User support needs more focus

esgf-swt

.. RESTART MY COMPUTER? I KNOW YOU HAVE A SCRIPT TO FOLLOW, BUT THE UPLINK LIGHT ON THE MODEM IS GOING OFF EVERY FEW HOURS. THE PROBLEM IS BETWEEN YOUR OFFICE AND THE MODEM.





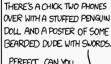


ESGF Support Working Team

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

I'M SORRY, BUT THIS WON'T GET FIXED UNTIL I TALK TO AN ENGINEER. CAN YOU LOOK AROUND FOR SOMEONE WEARING CARGO PANTS, MAYBE A SUBWAY MAP ON THEIR WALL?









Define Goals and Purpose

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

NO PROBLEM, HEY, IN THE FUTURE, IF YOU'RE ON ANY TECH SUPPORT CALL, YOU CAN SAY THE CODE WORD "SHIBBOLEET" AT ANY POINT AND YOU'LL BE AUTOMATICALLY TRANSFERRED TO SOMEONE WHO KNOWS A MINIMUM OF TWO PROGRAMMING LANGUAGES.









ASKBOT

- http://askbot-esgf.llnl.gov
 - Good feedback
- Requires our users to understand their role
 - Developer, Publisher, SysAdmin, Researcher...

















Mailing List Archives

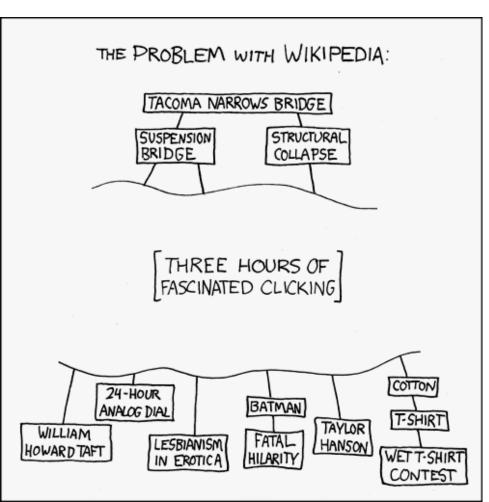
Creating a bot subscribed to the lists to start archiving.

Collecting old emails we all have been saving and storing.

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

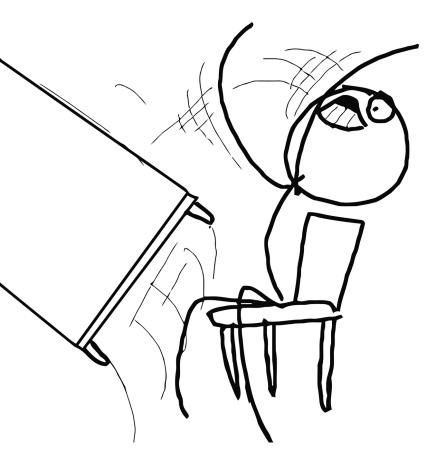


Wikis



- 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- Out of date / not well maintained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/esgfinstaller/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