

# HIFIS Meeting 2020 User-oriented Cloud Portfolio

---

The service portfolio of the Helmholtz cloud is continuously being developed. In the future, the service selection will foster user's requirements and introduce processes and incentives to provide new services, if strong demand can be identified.

- How can a close contact to the user be achieved?
- „User-oriented“ What does it mean?



**Annette Spicker**

HIFIS Cloud Manager



**Laura Schollmaier**

HIFIS Cloud Service Portfolio Manager

# HIFIS Meeting 2020 User-oriented Cloud Portfolio

*How can a close contact to the user be achieved?*

*Develop strategies to meet the needs of Helmholtz scientists, international guests, project leaders, ...*



## To do

### A successful strategy includes

- Surveys on a regular basis
  - How to get participants for these surveys?
    - Send survey to whole center (which is quite "unfocused")
    - Send survey to specific persons
      - Set up database for survey participants to achieve more focused surveys
- Personal contact
  - To IT department
  - To scientists/ scientific departments
- Have a defined contact person for all requests towards HIFIS Cloud (services)
  - This person knows what HIFIS Cloud can do and collects the demand from user side
  - The reaction time shouldn't be too long to avoid people helping themselves with Googledocs & Co.
  - Should take part in bigger (relevant) conferences to spread information on HIFIS (Cloud)
- Present what HIFIS offers
  - (and which tools it may offer as alternatives for tools used in the past)
- Ask e.g. new employees for which tools they use when they start working in a center (or take part in a summer school etc.)
  - Avoids not asking the same people too often, keeps on a current state



## No go

### This should never happen

- Ask too often and impersonal (via bigger e-mail distribution)
- Perceive to think what scientists want without asking them
- Ask only once and fixate on these information rather than getting the information updated continuously

# HIFIS Meeting 2020 User-oriented Cloud Portfolio

*„User-oriented“ What does it mean?*

*from the viewpoint of Helmholtz scientists, international guests, project leaders, ...*



## To do

### A successful strategy includes

- Translate requirements
  - Requirements may come in on a different level of detail, needs to be aligned (e.g. by the contact person named on the slide before)
- Offer a "not optimal" solution for the user if the optimal solution cannot be offered by HIFIS (Cloud)



## No go

### This should never happen

- Should not be handled as a top down process!
- User should not be confronted with internas to go through a process
- Say "no" in the first place