

TF-RED
Research Engagement
Development

How it all began...

History of research engagement
@SURFnet

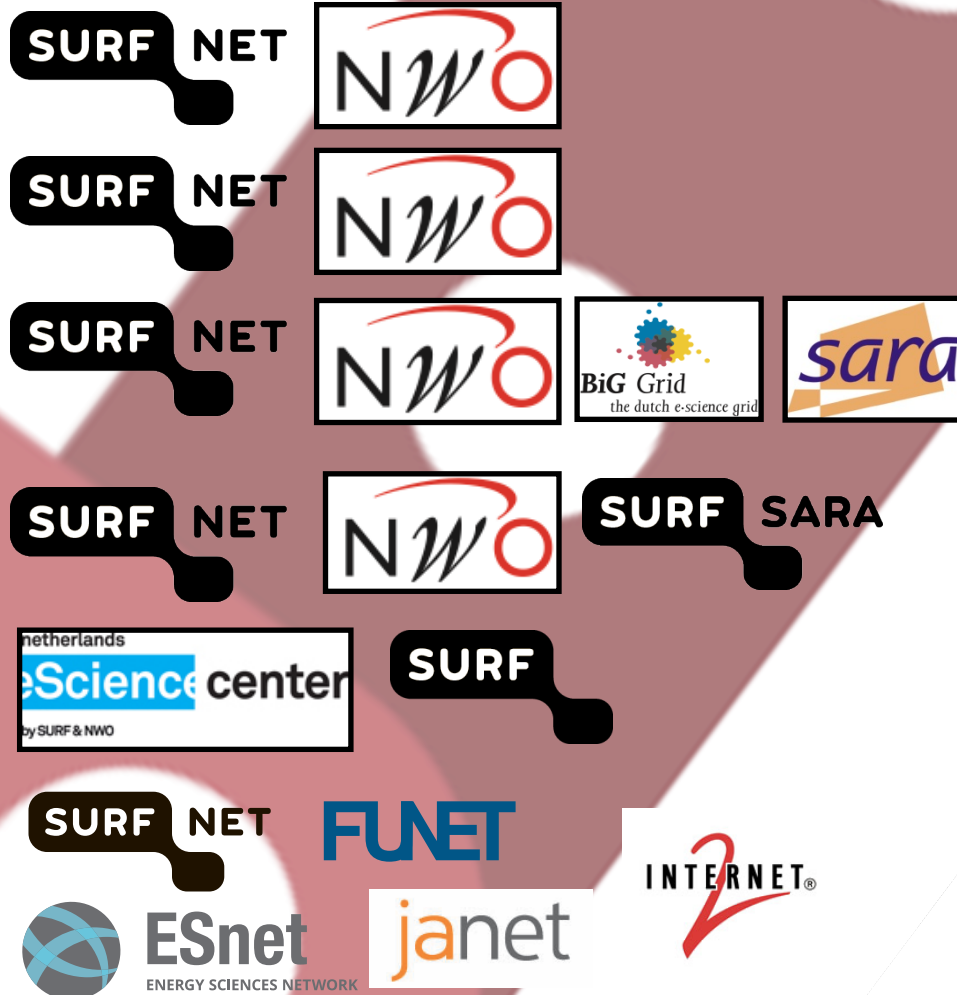
Sylvia Kuijpers, something @SURF

History of research engagement @SURFnet

Initiatives

- **EYR (2007)**
- **Support4Research (2012)**
- **1 S4R team over 4 SURF organizations (2016)**
- **Merger of 4 organizations (15 October 2020)**

EYR HISTORY



2007: EYR1- fixed lightpaths

2009: EYR2 - dynamic lightpaths (BoD)

2011: EYR3 - connectivity
+ compute, storage
+ support

2013: EYR4 - connectivity, compute, storage, support
+ workflow support

2013: EYR-Global (5 countries)

2015: EYR-Global went more global (12 partners)

EYR-Global in a nutshell

- **The program supports research collaborations with leading-edge network resources and consulting services to accelerate research**
- **Program committee solicits proposals from across the global community for technical and scientific evaluations**
- **3 round process:**
 - **First round—light weight abstract submissions from researchers**
 - **Consultation round**
 - **Second round—full proposal submission**

EYR effects for researchers

- **Exposure for their international collaboration**
- **Support with tackling their project's technical difficulties**
- **We connect them with the appropriate services**
- **Implementation support**
- **Boost for their research project**

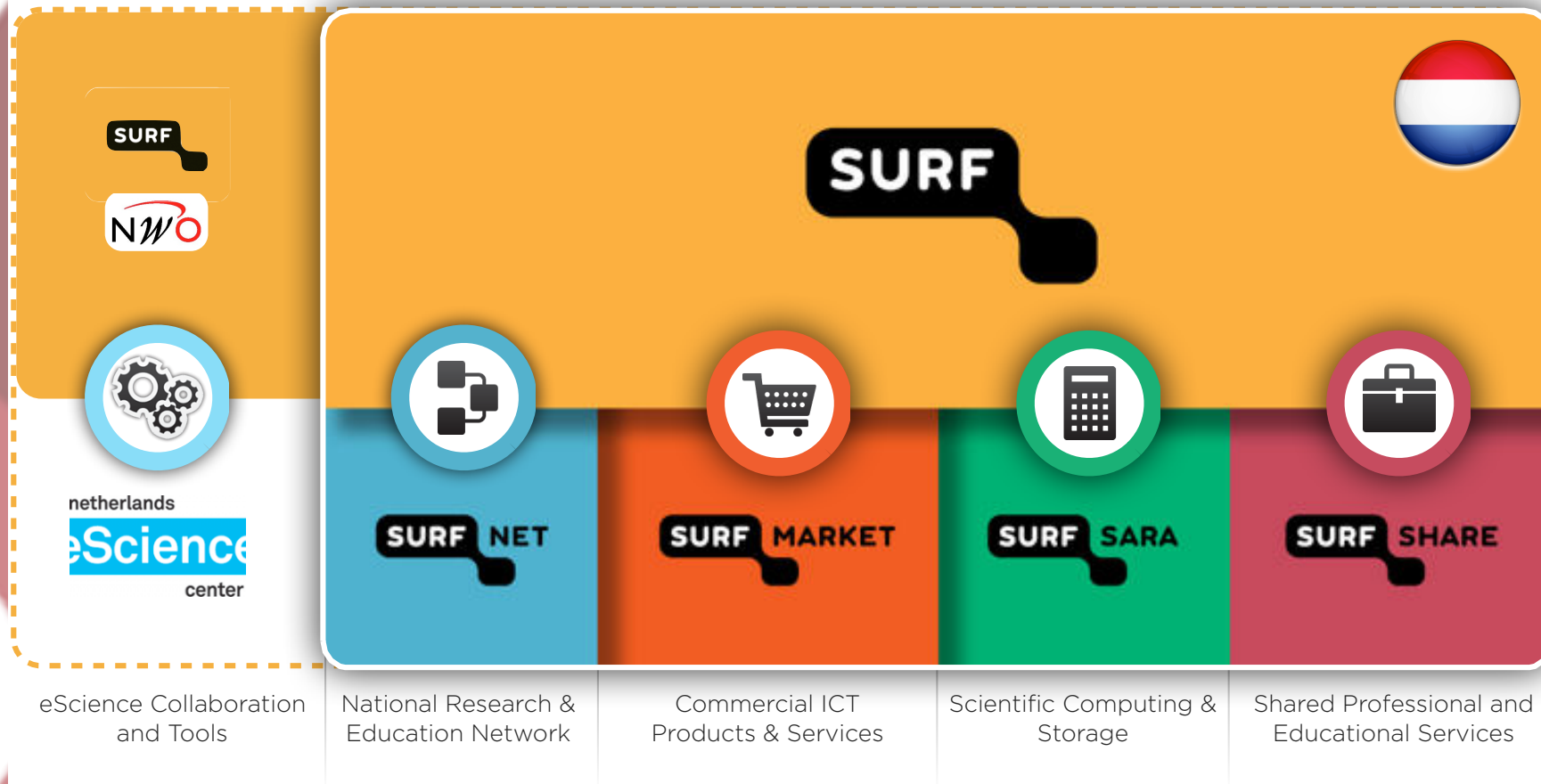
How to get from
lessons learned in EYR
to
sustainable support for research?

Lessons learned from EYR

- Researchers are not ICT project managers
- Most of the work is in the local domains
- Bringing together researchers and their ICT departments is beneficial
- Tuning between network and higher layers at end sites is necessary
- Commitment is essential from all involved domains (NRENs, regional networks, campus, computing centers, etc.)



The SURF Outreach & Support program



eScience Collaboration
and Tools

National Research &
Education Network

Commercial ICT
Products & Services

Scientific Computing &
Storage

Shared Professional and
Educational Services

SURF Outreach & Support Overview

- **Collaboration between SURF organizations**
 - Combine information on 1 location on SURF.nl website
 - 1 email-address for all research related questions
- **Visit and collaborate with all 14 Universities and all 9 University Medical Centers**
 - The research IT support office
 - Library
 - We also invite some researchers to attend these discussions
 - Discuss what SURF + institution can offer to their researchers
 - Make agreements on how to engage and support researchers
 - Jointly organize a support4research-event for researchers and research support staff
 - Monitor use before, during and after the support4research-events to monitor effect
- **Collaborate with national research funding organizations to include an ICT section in funding proposals**

1 S4R team over 4 SURF organizations

Officially 1 S4R team in 2016

Officially 1 research engagement team in 2018

Problems:

- Different organizations have different drivers and internal politics
→ clashed sometimes
- Not all team members received equivalent support from their organization

Merger of 4 organizations

The issues our overarching team encountered became more and more an issues for other parts and teams in the organizations.

Also our members (R&E institutions) began to notice and suffered from this.

2018: decision was made to start the merger

15 October 2020: New SURF organization started

Thank you

Any questions?

