



# USER DOCUMENTATION IN THE EUDAT CDI

*Rob Carrillo* | *Outreach Coordinator* 







**EUDAT CDI in a nutshell** 



The EUDAT Collaborative Data Infrastructure (EUDAT CDI) is one the major e-infrastructures supporting research in Europe

## EUDAT's vision:

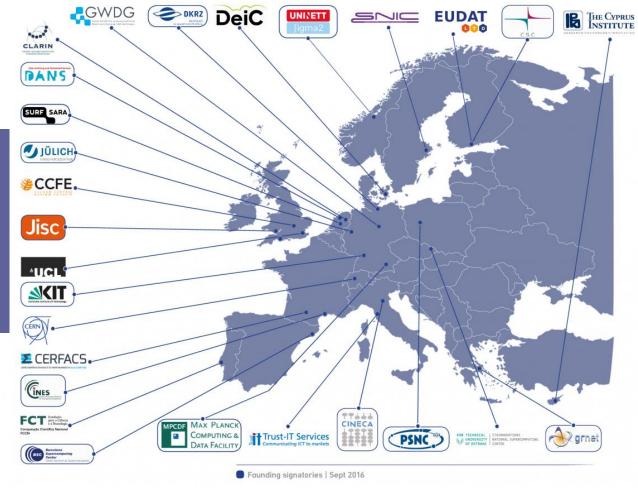
## Data is shared and preserved across borders and disciplines

According to the vision, EUDAT provides a set of interoperable services that support European researchers in different steps of the research data life cycle.



**The EUDAT members** 

A growing network of 27 European research organisations, data and computing centres from 15+ countries





### **EUDAT User Documentation Overview**

- User Documentation is considered in two activity areas of EUDAT:
  - Service provision
  - Communications
- Was originally developed during the time of the EUDAT projects.
- Technical writers were in charge of developing content in collaboration with the following teams:
  - Communication, Training, and Outreach
  - **Community Requirements** and Engagement
  - Operations
- Approach: user-oriented
- Structure: Guided approach, open

### Engage

For Community Decision-Makers & Data Managers

#### Introduction

EUDAT Primer

#### Services

- B2FIND
- B2STAGE
- B2SAFE
  - What is B2SAFE
  - Using B2SAFE
  - Joining B2SAFE
- B2HANDLE B2SHARE
- B2SHARE Communities
- B2SHARE FAQ
- B2DROP
- Use B2HOST
- Join B2HOST

License Selector

## Deploy

For Systems and Support Engineers

#### Introduction

EUDAT Primer

#### Services

- B2FIND Integration
- B2STAGE Administration
- B2SAFE Configuration iRODS Deployment
  - The dCache to iRODS connection at SURFSara
- B2HANDLE for Communities
- B2SHARE Deployment
- B2ACCESS Management
- B2ACCESS Service Integration

### Use

For Researchers and End-Users

#### Introduction

EUDAT Primer

#### Services

- B2FIND Usage
- B2STAGE
- B2SHARE
  - B2SHARE Usage B2SHARE API
  - B2SHARE
  - Advanced search
- B2DROP Publish from B2DROP to **B2SHARE**
- B2HANDLE for endusers
- B2ACCESS Usage

#### Tools

License Selector

Tools



### **Current Processes**

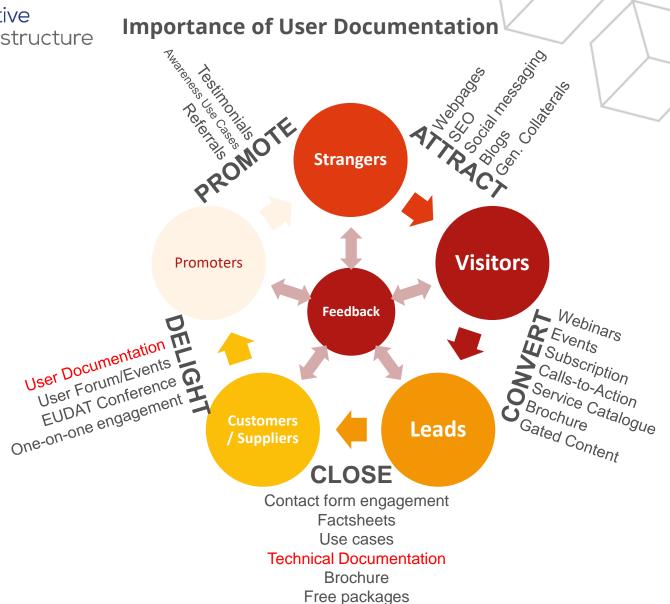
- EUDAT CDI Secretariat has a User Documentation Team
- Membership in the team is voluntary and was populated through a survey requesting member effort contributions
- Team is made up of responsible people from each service or topic

### **Process:**

- At least quarterly, the User Documentation Coordinator makes a review of the documentation and checks whether the documentation is up-to-date
- If out of date, the specific content is extracted and worked on independently by the documentation team.
- Once done, it is then checked by the Communications Team for sanity checks and to consider any UX aspects as well as to see if it will trigger any changes in more technical communication material
- A final version is approved and published.



- For EUDAT, User documentation plays a role in: gathering potential users
- User
  documentation, if
  done right,
  contributes to the
  organisation's
  overall
  communication
  strategy
- Contributes to customer satisfaction



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# **THANK YOU**

