



# e-IRGSP5

## Deliverable

### D2.4 First Report on User Satisfaction

Planned Delivery Date:	2017-11-30
Actual Delivery Date	12.12.17
Dissemination level	Public
Work Package:	WP2
Lead partner:	BSC
Document status:	Final

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The e-IRGSP5 (“e-IRG Support Programme 5”) project is funded by the European Union. For more information on the project please see the website <http://e-IRGSP5.e-irg.eu>

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### About this document

This document is deliverable *D2.4 – First Report on User Satisfaction*, the document presents the measurements of the satisfaction of the users engaged in the e-IRG processes. WP2 organises the e-IRG delegates meetings and the workshops to which stakeholders around e-Infrastructures are invited. In particular, the deliverable focuses on the satisfaction of the participants to the open e-IRG workshops as well as the satisfaction of the delegates on the e-IRG Support Programme 5 (e-IRGSP5).

### Delivery slip

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# 1 Executive Summary

e-IRG develops policy recommendations for the e-Infrastructure ecosystem both at national and European level. The e-IRG Support Programme 5 (e-IRGSP5) provides full operational support to e-IRG. The scope and objectives of e-IRGSP5 are based on the mission, vision and operation of e-IRG.

After the last three e-IRG Workshops in Slovakia, Malta and Estonia, here we present the results of the satisfaction survey that IRGSP5 does after each Workshop.

The overall average figures received from the feedback of the workshops were 4.8, 4.02 and 4.26 over a scale from 1 to 5 (1 poor, 2 below average, 3 average, 4 good and 5 excellent) respectively for the Slovakia, Malta and Estonia Workshops. The number of respondents was respectively 20, 21 and

17, and the number of participants respectively 58, 68 and 67 (including some of the e-IRGSP5).

Even though the amount of answers is low in respect to the total number of workshop attendees, the performance of the project is stable and the participants of the satisfaction survey consider the quality of the events between good and excellent.

Every year, the e-IRGSP5 provides an online evaluation form for the e-IRG Delegates to express their satisfaction of the support project (e-IRGSP5). The results from the satisfaction has been collected and analysed. The overall outcome from a scale 1 to 5 is 3.99 for 2017. The received responses belonged to 16 delegates out of 66 delegates from 31 countries officially involved in e-IRG. This satisfaction survey has the goal to see whether the Support Project is fulfilling the needs and expectations of delegates, but it is also used to gather information on how to improve the support to e-IRG.

## 2 Introduction

Deliverable D2.4 presents the measurements of the satisfaction of the users engaged in the e-IRG processes. WP2 Secretariat organises the e-IRG Delegates meetings and the Workshops to which stakeholders around e-infrastructures are invited. In particular, the deliverable focuses on the satisfaction of Delegates and other participants to the open e-IRG Workshops.

This deliverable is focused in the results obtained in the events organised from the late fall of 2016 in Slovakia, which was the last event performed at the end of the e-IRGSP4 project that could not be reported then, until November 2017 within the e-IRGSP5 project.

### 2.1 Events and Surveys

#### 2.1.1 Events

The e-IRG Workshops that are held every semester facilitate the dialogue between e-IRG and the different stakeholders. The participants are in practice a heterogeneous mix of the e-IRG stakeholders: researchers/e-Infrastructure users, policy makers/funding agencies, RI and e-Infrastructure service providers/operators/developers. The number of participants to these Workshops and the feedback received thereafter provide an indication of the satisfaction of the e-IRG community with the e-IRG and the support project.

The e-IRG is formed by 66 official Delegates of national ministries or Delegates nominated by the national ministries of 31 European member states, associated Countries, observers (ESFRI and the UK), and the European Commission DG CONNECT and DG RTD. These Delegates were appointed to enable communication and information exchange using their widespread network of contacts in the e-Infrastructures and ICT-community at national, European and global levels. The UK has an observer because of the Brexit.

A particular activity of WP2 is the provision of the support in organising Delegates' meetings and Workshops.

e-IRGSP5 WP2 Secretariat organised three e-IRG Workshop events and three e-IRG Delegates meetings from the fall of 2016. These were a workshop in Slovakia under e-IRGSP4 which was reported in deliverable D2.1 within the e-IRGSP5, a Delegates meeting in Malta in March 2017, a Workshop and a Delegates meeting in Malta in June 2017 and a workshop and Delegates meeting in Estonia in October 2017.

After every Workshop event, the attendees are requested to complete a satisfaction survey which is analysed by e-IRGSP5.

## 2.1.2 Surveys

As tool for the execution of the satisfaction surveys, WP2 uses SurveyMonkey. <https://www.surveymonkey.net>. This tool allows the design of the survey, the collection of responses as well as the analysis of the results. e-IRG project is using this tool since 2009 at e-IRGSP2 project.

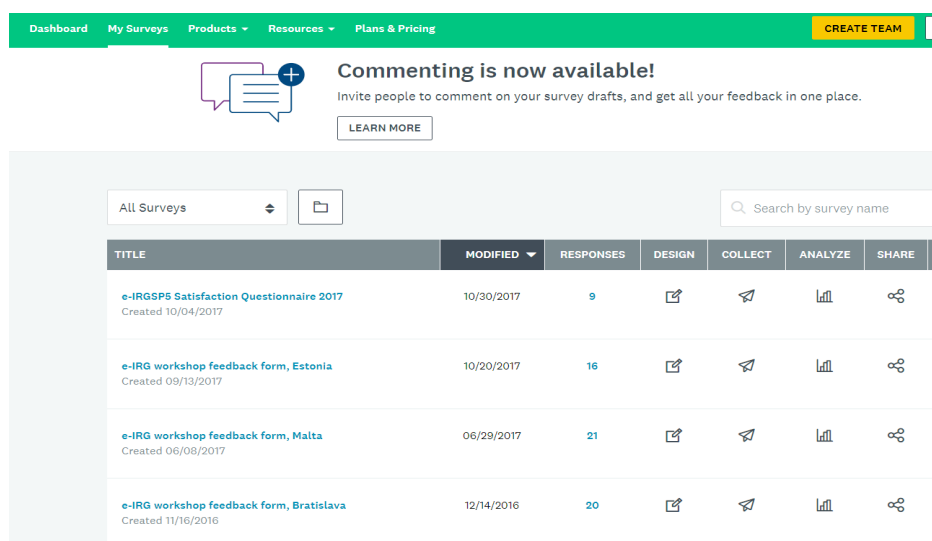


Figure 1 Screenshot of the Survey Monkey tool

→ COLLECT RESPONSES → ANALYZE RESULTS

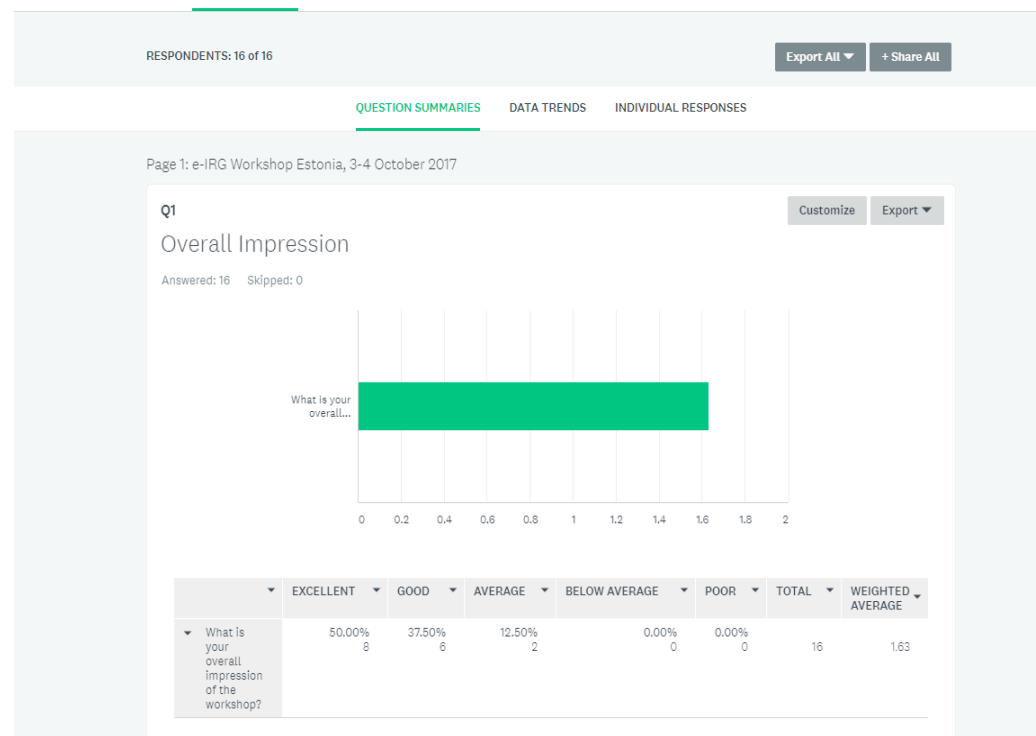


Figure 2 Screenshot of Analytical results section

## 3 User Satisfaction

### 3.1 Measuring the User Satisfaction

As we said in past user satisfaction deliverables in past e-IRGSP projects, the ideal question would be to ask “How satisfied are our users with the support that we provide?” As e-IRGSP5 secretariat has a continuous interaction between Delegates and e-IRG Secretariat, we focus also in other relevant questions, such as the satisfaction of policy support, dissemination, liaison activities, e-IRG Knowledge Base and some other questions that are shown as it follows in this deliverable.

### 3.2 Feedback from the e-IRG Workshops

We have used the feedback received after each of the e-IRG Workshops, where after the event, an online survey is distributed in order to measure among others the level of satisfaction. e-IRG Workshops take place twice a year and are typically held in the country holding the EU presidency at that time. e-IRG Workshops are open to the general public and in practice the participants are a heterogeneous mix of the e-IRG stakeholders: researchers, policy makers, service providers.

Two e-IRG Workshops took place since the start of the e-IRGSP5 project. We further contemplated the last workshop done during the last months of e-IRGSP4 project. They were held in Bratislava (Slovakia) on 15-16 November 2016 (during e-IRGSP4), Malta on 8-9 June 2017 and Tallinn (Estonia) on 3-4 October 2017.

The participants were invited to score on a scale of 1 to 5 (1 poor, 2 below average, 3 average, 4 good and 5 excellent) several aspects of the workshop. The table below summarises the average results from the feedback forms.

Average feedback e-IRG workshop (Measured during e-IRGSP5 project)	Slovakia (40% feedback) Fall '16	Malta (36% feedback) Spring '17	Estonia (29% feedback) Spring '17
Overall impression	4.16	4.14	4.35
Relevance of topics	4.42	4.43	4.41
Agenda	4.00	3.90	4.06
Speakers	4.16	4.00	4.18
Discussions	4.21	3.95	4.00
Panel discussions	3.76	3.76	4.06
Support from organizing staff	4.74	4.48	4.65
Conference facilities / venue	4.32	3.48	4.47
Background and info documents	3.89	4.05	4.18

Table 1 – Average feedback of e-IRG Workshops

The overall average figures are 4.18, 4.02 and 4.26 for respectively Slovakia, Malta and Estonia. The number of respondents was respectively 20, 21 and 17 and the number of participants respectively 50, 59 and 58.

An average of one third of participants that have filled in the survey seems to be a common return rate compared with the previous e-IRG surveys. We draw the conclusion that the satisfaction of participants in the different aspects of the e-IRG Workshops is stable and varies generally between good and excellent.

### 3.3 Feedback from the e-IRG Delegates on e-IRGSP5 Support

We have used the feedback received after the Estonia e-IRG Delegates meeting on 4-5 of October 2017, where at the end an online satisfaction survey was distributed. The Delegates could give a score on a scale from 1-5 (1 poor, 2 below average, 3 average, 4 good and 5 excellent) for several aspects of the support project e-IRGSP5. We received 16 feedback forms (24% response) and the table below presents the average results.

Average feedback from e-IRG delegates on support in 2017	2017
Overall satisfaction with the support activities of e-IRGSP5 project	4.25
Satisfaction with the support for policy work, task forces, quality of the e-IRGSP5-produced work	4.13
Satisfaction with the e-IRG dissemination	4.06
Satisfaction with the liaison activities	3.75
Satisfaction with the use of the Knowledge Base (used just by 56% of respondents to this survey)	3.44
Satisfaction with the responses of the support requests	4.27
Satisfaction with the organisation of Workshops and meetings	4.31

Table 2 – Average feedback of e-IRG Delegates meetings

The average score that we get is 3.99, almost 4. Therefore, the Delegates consider the work performed by e-IRG support group as good.



## 4 Conclusions

The attendees of the Workshops are happy with the way the workshops are prepared, with the contents of the programme as well as the support of the e-IRGSP5. The e-IRGSP5 support group will continue working hard for the success of the next Workshops. The outcome of the open questions from the survey “What topics would you like to see addressed in this next workshop?” and “In your opinion, what is (are) the biggest challenge(s) in the next 5-10 years in the field of e-Infrastructures?” have been taken to the following e-IRG Workshop Programme Committee in order to form the next e-IRG Workshop Programme. This is also being discussed in the All-Hands conference calls of the e-IRGSP5.

In the case of Delegates, the feedback that we receive is slightly lower, yet it is still good (around 4).

To improve our performance in the weak points showed in the tables above we are taking some actions. For example, to promote the use of the Knowledge base, we are encouraging Delegates to use and provide their feedback for improving this data base. We are trying to enrich the content of workshops and attract audiences to sparkle more interesting discussions in the panels. We are also working on improving the documents provided to the delegates both in timely and in quality fashion. We are trying to strengthen our liaison activities by gaining from the collaboration with other projects (eInfraCentral) and presenting our activities (i.e. on KPIs) to the stakeholders in main events.

## 5 Annexes

### 5.1 Annex 1. The Template of the Online Questionnaire for the e-IRG Workshops

This annex describes the online questionnaire used for the e-IRG workshops.

e-IRG workshop feedback form, Estonia

e-IRG Workshop Estonia, 3-4 October 2017

**Thank you for attending the e-IRG workshop in Estonia - we hope you have enjoyed the event! In order for us to know how you experienced this event, and how we could improve future workshops, we would be grateful if you could complete this short questionnaire.**

#### Overall Impression

What is your overall impression of the workshop?

Excellent	Good	Average	Below Average	Poor
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

#### 2. Programme and Discussions

Relevance of the topics discussed

Agenda (order of the presentations, time per topic, etc.)

Speakers

Discussions

Panel sessions

Excellent	Good	Average	Below Average	Poor
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

#### 3. Organisation

Support from organising staff

Conference facilities /venue

Background and information documents

Excellent	Good	Average	Below Average	Poor
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**4. How did you hear about the workshop?**

- ☐ invitation by e-mail
- ☐ internet
- ☐ announcement in press

Average

- ☐ from colleagues
- ☐ at a conference-event
- ☐ other (please specify)

**5. Do you plan to attend the next e-IRG workshop mid May 2018 in Bulgaria?**

- ☐ Yes
- ☐ No
- ☐ Maybe

**6. What topics would you like to see addressed in this next workshop?**

**7. In your opinion, what is (are) the biggest challenge(s) in the next 5-10 years in the field of e- Infrastructures?**

**8. Any further comments?**

Please leave any other comment/suggestion you might have about the e-IRG workshop, the e-IRG, or the e-IRG Support Programme 5 (e-IRGSP5)

**9. If you want to hear more about e-IRG and wish to receive news from the e-IRG please fill in the following:**

Name:

Organisation/Institution/Department:

e-mail:

## 5.2 Annex 2. The Outcome of the Online Questionnaires from the e-IRG Workshops

### 5.2.1 e-IRG Workshop Bratislava, Slovakia 15-16 November 2016:

A total of 50 participants attended the workshop. In total 20 people (38%) completed the workshop evaluation form.

#### Overall Impression:

**5** excellent, **13** good, **2** average

#### Agenda and discussions:

Relevance of topics: **10** excellent, **8** good, **2** average

Agenda: **3** excellent, **14** good, **3** average

Speakers: **7** excellent, **10** good, **2** average, **1** below average

Discussions: **6** excellent, **11** good, **3** average

Panel discussions: **5** excellent, **5** good, **7** average, **1** below average, **2** neutral/no answer

#### Comments:

- Very relevant set of topics - with great discussion at the end. The RI speakers were refreshingly honest about their views and expectations of e-Infras which was genuinely helpful. I also enjoyed Mark's talk very much for a different perspective. Using Slido really helped to open up the discussion and i'd like to see it used, if appropriate, at future meetings.
- I only comment on the first day of the joint GEDE-e-IRG meeting
- I am finally happy to see that there were representatives from RIs at an e-IRG workshop!
- Pity I had to leave strictly in time. The last session was lasting longer than foreseen.

#### Organisation:

Support from organizing staff: **14** excellent, **6** good

Conference Facilities/venue: **8** excellent, **10** good, **2** average

Background and info documents: **5** excellent, **10** good, **3** average, **2** below average

#### Comments:

- Important topics, interesting meeting, diverse views. A challenging situation.

- Nice welcoming atmosphere for participants.
- To GEDE members the information was a bit scattered and late.
- Would have been helpful if all presentation slides were available before presentation itself

#### *How did you hear about the workshop:*

Email:	<b>13</b>
Colleagues:	<b>3</b>
Delegate:	<b>1</b>
Involved in e-IRG:	<b>1</b>
Was invited via GEDE:	<b>2</b>

#### *Do you plan to attend the next workshop in Malta during Spring 2017:*

Yes: **11** No: **4** Maybe: **5**

#### *Answers to the open questions of the feedback form:*

Next workshop:

- Sharing of data, metadata, data life cycle, legal aspects.
- e-Infrastructure development scenarios e-Infrastructure governance options Data Infrastructure open issues e-Infrastructure Stakeholder Attitudes.
- Presentation of the e-infrastructures resources and how to access them. More presentations from Users communities and how they use e-Infras. Decision makers and Members of the European Commission who are interacting + financing the e-Infras.
- Current progress of cross e-infrastructure work in the areas of AAI and Security.
- Update on progress of cross e-infrastructure projects e.g. eInfraCentral
- Policy information from EC.
- Discussing best practices on how to develop digital skills across all disciplines and all career levels in science.
- Further e-Infrastructure collaboration, ways to involve RIs in research engagement.
- More long-term funding from the EC.
- How to ensure that new big EC initiatives re-invent the "e-Infrastructure wheel".
- The "last mile" challenge - how to ensure that researchers are locally supported by their own university IT staff.

- I would like to see a continuation of the dialogue between researchers (RIs) and e-Infrastructure service providers. It is also always good to see clear numbers of costs and not just hand-shaking on the subject! I also wonder what special status EGI.eu has as it is always represented whatever subject is dealt with?
- RI operations, specific VRE examples.

#### Biggest challenges:

- More Integration of main infrastructures.
- Reusability sharing of the content (maximize the potential of exploitation of existing data).
- Friendliness and ease of use in e-Infrastructures Scaling with millions of demanding users Novel results in exploring hidden relations in complex databases Sustainability in a changing world.
- Engage with the User communities and provide a real easy-to-use service(s).
- - Sustainability of established e-infrastructures and the development of digital skills in the science community. - How to organize the e-infrastructure commons, especially the interaction between national, European and international initiatives.
- The full collaboration with research communities, the sustainability including space for innovation.
- Uptake by user communities and offering a diverse portfolio of services which are tailored to user community needs.

- That e-infrastructures are not locally supported for "the last mile" That the "big science" projects like the ESS have so much money that they do not see the need to use existing expertise and facilities, but end up creating their own - also because this is easier when having to respect EC procurement regulations.
- To continue the dialogue between RIs and e-Infra service providers.
- The "Dunning-Kruger effect": we all need to recognize that for parts of the e-Infra field that is not ours, we also do not know the complexities. To get a comprehensive offering, we need to all collaborate and respect each other's expertise.

#### Other comments:

- Let e-IRG be a major stakeholder in the e-Infrastructure arena.
- It would be useful to get a representative of the Photon and Neutron communities on the e-IRG.

#### 5.2.2 e-IRG workshop Malta, 8-9 June 2017

A total of 59 participants attended the workshop. In total 21 people (36%) completed the workshop evaluation form.

*Overall Impression:*

**6** excellent, **12** good, **3** average

*Agenda and discussions:*

Relevance of topics: **9** excellent, **12** good  
 Agenda: **4** excellent, **12** good, **4** average, **1** below average  
 Speakers: **3** excellent, **15** good, **3** average  
 Discussions: **5** excellent, **11** good, **4** average, **1** below average  
 Panel discussions: **3** excellent, **12** good, **4** average, **2** below average

*Comments:*

- Some of the topics (e.g. procurement) have already been discussed earlier at other conferences, even including same presentations. e-IRG should make sure to always look for original presentations and discussions. In general there is the feeling that e-IRG is not at the cutting edge of the discussions and that the hottest ones happen now in other forums.
- More strict time chairing for presentations.
- More hands on sessions (more time for discussion) to hear everybody's feedback Key messages could be presented in less time.
- Keep most the presentation to less than 10'.

- Keep involving RIs.
- The themes were excellent, but overall the event felt disjointed due to the sheer volume of presentations. This had a knock on effect since there was over-run and insufficient time for discussion. It's difficult to expect someone to fly in for 10 minute presentation, and then no panel time. I don't blame the chairs for the late running, rather the amount of "stuff" crammed into the agenda was probably the issue.
- Quality of the speakers very diverse: some were excellent some were extremely hard to follow.
- Unfortunately not enough time reserved for discussion of real issues that could be solved and prioritised.

*Organisation:*

Support from organizing staff: **13** excellent, **5** good, **3** average  
 Conference Facilities/venue: **3** excellent, **8** good, **7** average , **2** below average, **1** poor  
 Background and info documents: **7** excellent, **8** good, **6** average

*Comments:*

- Please avoid window-less rooms, especially in such a nice and sunny location :-)

- Honestly, I didn't like the venue or hotel, which were not really appropriate but ok, it's Malta and it's tourist country. On the other hand, thanks to the Maltese hosts for the great evening event - loved the harbour trip and dinner.
- Room was too dark and stuffy.
- We should avoid choosing venues like this resort is in the middle of tourist season!
- If possible the presentations should be checked beforehand - I have to honestly say that the Lifewatch presentation was dreadful. Black writing on a blue background and what felt like hundreds of slides just read out.
- The panel sessions were done in darkness - surely the lights could have been put on for these discussions?
- There were insufficient power cables.
- Finally, the room itself was quite warm. However the evening event was fantastic and very well organised - this led to some very fruitful conversations and further collaboration.
- Hotel was a disaster in respect of the price. I had pre-ordered a taxi to leave to the airport with sufficient time. Taxi never appeared and the hotel only very slowly reacted to provide an alternative after 45 min. I missed the flight!

#### How did you hear about the workshop:

Email:	<b>12</b>
Colleagues:	<b>6</b>
Internet:	<b>3</b>

#### Do you plan to attend the next workshop in Estonia on 3-4 October 2017:

Yes:	<b>11</b>	No:	<b>1</b>	Maybe:	<b>9</b>
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#### Answers to the open questions of the feedback form:

##### Next workshop:

- EOSC, EDI, business models - but with real discussions on the topic (avoid too many presentations)
- More coverage on clouds.
- Infrastructure catalogues (services, data, training, compute, ...), their interconnection and role in facilitating science.
- Governance of the EOSC.
- Service architecture of the EOSC.
- Report from the EOSC-pilot.
- Development of RI's in member states and the role of e-infra / data-management plans.



- eInfraCentral project could present the first draft of common service catalogue if that is of interest.
- Long-term 7/24 working e-infrastructures and successful cooperation with research infrastructures; New challenges.
- "Horizon 2020 Work Programme 2018-2020" and the future directions of European e-Infrastructures.
- EOSC.
- Continuation of sustainability topic.
- Follow up on e-infra specific issues identified at the EOSC summit.
- Security across e-infrastructures.
- User engagement across e-infrastructures and in EOSC pilot.
- Interoperability, issues and challenges.
- Digital Research Infrastructures (also known as Virtual Research Infrastructures or Science Gateways) and how they interact with generic data infrastructures on which they are built.
- Research Support: how nations and institutes organise support for researchers to effectively use the e-Infrastructure.
- Big data, long term archiving
- European Open Science Cloud Improve collaboration between science and industry.
- More on open science and open access resources.
- Publications and data.
- Integration of e-infrastructures for research with education and other related services.
- Sustainable business models for national, regional and global infrastructures.
- Focused discussion of needs of some more specialized areas such as health care, higher education and agriculture.
- Governance and European leadership in the future.

#### Biggest challenges:

- Inventing a sound business model suitable for sustaining distributed infrastructures made of very heterogeneous nodes.
- How cloud computing can be seamlessly integrated in Science.
- Better coordination among e-infrastructures.
- Engagement and integration with research infrastructures.
- Go beyond IaaS.
- Compete with commercial solutions.
- Increase the quality of coordination and planning with RIs.
- Avoid duplication of effort.
- Build an efficient EOSC that users are happy with.

- How to have close collaboration, across the borders, between e-infrastructures on how to meet the need for both data-intensive research and HPC.
- Improving financial self-sustainability and expanding the base of users (e.g. more use by business sector).
- Coordination of national and international elements.
- Legal and regulatory compliance.
- Professionalisation of key skills.
- Bringing in of new expertise from related fields and younger people, despite competition from the wider tech industry.
- Sustainability; finding of the proper business models.
- More coordination between the "classical research infrastructures" and e-infrastructures and between their respective stakeholders.
- Funding e-infrastructures or e-services might also be challenging.
- Cultural change.
- Not all e-infrastructures are equal
- Better meshing and collaboration between ESFRIs and e-Infras.
- Making EOSC a reality rather than a dream.
- Cross discipline and cross nation collaboration and access to data and resources: AAI and FAIR.
- Sustainability & Continuous financial/funding streams.

- To mobilise all stakeholders, especially in member states to support and establish better access to data and processing facilities for all science, in research, in industry and amongst citizens.
- Disruptive technologies such as blockchain and IoT - and their impact on design of e-infrastructures.
- High rate of change in the technological, social and political environment.
- Effective Integration of public and private infrastructures.
- Effective multi-level scaling of infrastructures. (Individual, enterprise, institutional, national, regional, global).

#### Other comments:

- Less presentations & more discussions, please! Thanks!
- Good e-IRG if formed by reps from member states to give them a voice, but maybe it should also have formal representatives from infrastructures (and RIs) to complement feedback and make sure there is better alignment and chances to implement recommendations.
- Liked: Focused agenda with one or two main topics.
- Disliked: Too many presentations, no quality check of presentations (even if it is just - can you actually see the wording on the presentation?).
- I have very much appreciated the open culture of the e-IRG and the immense opportunity to attend and participate. THANK YOU.

### 5.2.3 e-IRG workshop Tallinn, Estonia, 3-4 October 2017

A total of 58 participants attended the workshop. In total 17 people (29%) completed the workshop evaluation form, of which one person has send it by email.

#### Overall Impression:

**8** excellent, **7** good, **2** average

#### Agenda and discussions:

Relevance of topics:	<b>7</b> excellent, <b>10</b> good
Agenda:	<b>4</b> excellent, <b>10</b> good, <b>3</b> average
Speakers:	<b>5</b> excellent, <b>10</b> good, <b>2</b> average
Discussions:	<b>6</b> excellent, <b>5</b> good, <b>6</b> average
Panel discussions:	<b>8</b> excellent, <b>1</b> good, <b>7</b> average, <b>1</b> neutral

#### Comments:

- In my opinion as an observer the discussions should be guided by the needs and interests of the e-IRG delegates. It is not always clear how the Workshop proceedings serve delegates' objectives in their collocated meetings, and this circumstance might explain why there

is some impatience with views not directly related to the e-IRG mission. The objective of the Workshop needs to be clearly defined with respect to e-IRG delegates' meetings - in order to justify the time and other resources invested in these events.

- A better 'program' coordination with EOSCpilot workshop could be achieved, as similar topics were at both workshops, with the similar audiences.
- The event didn't feel like a workshop. It was more a conference.
- Please add a not applicable box to the survey.

#### Organisation:

Support from organizing staff:	<b>11</b> excellent, <b>6</b> good, .. average
Conference Facilities/venue:	<b>8</b> excellent, <b>9</b> good, .. average , .. below average, .. poor
Background and info documents:	<b>6</b> excellent, <b>8</b> good, <b>3</b> average

#### Comments:

- The organization and logistics for e-IRG workshops are consistently very well done.
- Please consider alternative means to SurveyMonkey for collecting information.

### How did you hear about the workshop:

Email:	<b>10</b>
Colleagues:	<b>3</b>
At a conference/event:	<b>1</b>
I follow e-IRG:	<b>1</b>
e-IRG meeting:	<b>1</b>

### Do you plan to attend the next workshop in 2018:

Yes: **8**    No: **2**    Maybe: **7**

### Answers to the open questions of the feedback form:

#### Next workshop:

- These topics should be defined as a function of e-IRG delegates' needs and interests. In my opinion as an observer, the broad topics of open data and open access publication constitute the foundation of open science and they should be addressed with emphasis on specific and operational solutions.
- Continuation on EOSC like topics..

- EOSC follow-up, including governance and integration of industrial services. We need more in the area of smart tools like SDSC and also a one stop shop marketplace.
- e-Infrastructures in Health
- How various initiatives in the e-Infrastructure field are linked together and how are they different. One can see lots of overlap between various initiatives at the moment.
- EOSC and EuroHPC developments
- EOSC EuroHPC
- Overview of how European and national funders will support the European Open Science Cloud.
- How the horizontal e-infrastructures can enhance the vertical domain efforts.
- EuroHPC
- Better public knowledge on use and abuse of e-infrastructures for delivering public services and protecting privacy

#### Biggest challenges:

- In my opinion, the greatest challenge for development of e-infrastructures is inclusive globalization - including system scaling and integration.
- Sustainability Differentiation (R&E vs public administration).

- Offering eInfrastructures as horizontal services to researchers including ESFRIs and competing with industry. It may be that in the next 10 years the industry dominates service provision in several areas so it is clear that we either need to deliver competitive services or give up some commodity services to industry.
  - Interoperability and security.
  - To engage users, especially from the private sector.
  - Creation of EOSC.
  - EOSC EuroHPC.
  - Funding (relation to funders) and alignment between Research Infrastructures and e-infra.
  - To be recognized as indispensable infrastructure like other life-lines such as electric, gas, phone, and funded as such.
  - REALIZING collaboration - NOT talking about Avoiding Re-Inventing "things" that are here (also in the private sector) Mastering the data-challenge.
- Better public knowledge. Information on self-provisioning.
  - Information on sustainable financing for hardware and software investments.

Other comments:

Well done!

For an e-infrastructure meeting, would have expected a self-hosted survey, instead of survey monkey.

### 5.3 Annex 3. The Template of the Online Questionnaire for the Delegates to evaluate the e-IRGSP5 Project

This annex describes the online questionnaire used for the delegates to evaluate the e-IRGSP5 project.

#### e-IRGSP5 Satisfaction Questionnaire 2017

##### Background

Dear e-IRG delegate,

The e-IRG Support Programme 5 (e-IRGSP5) is carrying out this satisfaction survey as part of its assessment activities. This survey aims to measure your satisfaction regarding the activities of the e-IRGSP5 support project. We would be very grateful if you could complete this short questionnaire.

1. How many times have you been in contact (email, phone, workshops or meetings) with the e-IRG Support Programme 5 (e-IRGSP5) since the start of December 2016?

0	1-2	3-5	6-10	>10
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

2. Have you contributed to the e-IRG activities or documents? Please check all that apply:

- ☐ e-IRG board
- ☐ e-IRG working group on KPI's
- ☐ Policy Information Collection and Aggregation
- ☐ e-IRG working group on the new role of e-IRG
- ☐ e-IRG Working group on the relation with ESFRI
- ☐ e-IRG task force on Long Term preservation

☐ Other (please specify)

### Comments on the e-IRG support services

#### 3. General

How satisfied are you with the support activities of the e-IRGSP5?

Very satisfied

satisfied

neutral

unsatisfied

Very satisfied

How would you improve the support activities in general?

#### 3. Policy support

How satisfied are you with the support for policy work, task forces, quality of the e-IRGSP5- produced work?

Very satisfied

satisfied

neutral

unsatisfied

Very satisfied

How would you improve the policy support activities?

#### 4. Dissemination

How satisfied are you with the e-IRG dissemination (material, press releases, articles, e-IRG Newsletter)?

Very satisfied

satisfied

neutral

unsatisfied

Very satisfied

How would you improve the dissemination activities?

#### 5. Liaison activities

How satisfied are you with the liaison activities (e- Infrastructure projects and initiatives, ESFRI, national authorities)?

Very satisfied

satisfied

neutral

unsatisfied

Very satisfied

How would you improve the liaison activities?

#### 6. e-IRG KnowledgeBase

Have you already used the e-IRG Knowledge Base?

☐ Yes

☐ No

### 7. e-IRG KnowledgeBase

If you have used e-IRG KnowledgeBase how satisfied are you with the KnowledgeBase?

Very satisfied

☐

satisfied

☐

neutral

☐

unsatisfied

☐

Very satisfied

☐

How would you improve the e-IRG KnowledgeBase?

### 8. Support request response

How satisfied are you with the responses of the support requests (by email, by phone or otherwise)?

Very satisfied

☐

satisfied

☐

neutral

☐

unsatisfied

☐

Very satisfied

☐

How would you like to improve the support request response?

### 9. Organisation of the e-IRG workshops and meetings?

How satisfied are you with the organisation of the e-IRG workshops and meetings?

Very satisfied

☐

satisfied

☐

neutral

☐

unsatisfied

☐

Very satisfied

☐

How would you improve the event arrangements?

Thank you for your feedback!



## 5.4 Annex 4. The Outcome of the Online Questionnaires for the Delegates to evaluate the e-IRGSP5 Project

A total of 66 official delegates from 31 countries received this survey to evaluate the e-IRGSP5. In total 16 people (24%) filled out the evaluation form which was sent in October after the Estonian delegates meeting.

Below the answers from the delegates on the questions asked through the online survey:

### Background

*How many times have you been in contact (email, phone, workshops or meetings) with the e-IRG Support Programme 5 (e-IRGSP5) since the start of December 2016?*

1-2 times:	1
2-5 times:	4
6-10 times:	3
>10 times:	8

*Have you contributed to the e-IRG activities or documents? Please check all that apply:*

e-IRG board:	5
e-IRG working group on KPI's:	3
Policy Information Collection and Aggregation:	4

e-IRG working group on the new role of e-IRG:	6
e-IRG Working group on the relation with ESFRI:	3
e-IRG task force on Long Term preservation:	2
Preparing e-IRG workshops	1
Roadmap + earlier output documents	1

### Comments on the e-IRG support services

*The support activities of the e-IRGSP5:*

5 very satisfied, 10 satisfied, 1 neutral

*The support for policy work, task forces, and quality of the e-IRGSP5- produced work:*

4 very satisfied, 9 satisfied, 2 neutral, 1 skipped answer

- Little progress in the documents.

*The e-IRG dissemination (material, press releases, articles, e-IRG Newsletter):*

4 very satisfied, 9 satisfied, 3 neutral

- There is a place for improvement.

*The liaison activities (e- Infrastructure projects and initiatives, ESFRI, national authorities):*

**2** very satisfied, **8** satisfied, **6** neutral

- Little progress on national level by meeting with representatives in Brussels.
- There is a place for improvements.

*Used the KnowledgeBase:*

Yes: **5** satisfied, **3** neutral, **1** unsatisfied

No: **7**

- Outdated information Use/connect with the existing similar DBs.

*The responses of the support requests (by email, by phone or otherwise):*

**5** very satisfied, **9** satisfied, **1** neutral, **1** skipped answer

*The organisation of the e-IRG workshops and meetings:*

**6** very satisfied, **9** satisfied, **1** neutral

- Maybe a bit more thorough preparation would cut the time spent on distracting activities during meeting, like setting up presentation. But it's just a suggestion, not a serious accusation.

## 6 Glossary

Sometimes we need an abbreviation or acronym that is not widely known. A few of those are below.

BSC	Barcelona Supercomputing Center
DG Information Society	The European Commission Directorate General Information Society
DG RTD	The European Commission Directorate General Research and Innovation
DoA	Description of the action in H2020
DoW	Description of Work (in H2020: DoA)
EC	European Commission
e-IRG	e-Infrastructure Reflection Group
e-IRGSP5	e-Infrastructure Reflection Group Support Programme 5

EOSC	European Open Science Cloud
EU	European Union
Genias	Genias Benelux BV
GRNET	The Greek Research and Technology Network
H2020	Horizon 2020
HPC	High Performance Computing
IICT-BAS	Institute of Information and Communication Technologies at the Bulgarian Academy of Sciences
LUH	Leibniz Universität Hannover
NWO	Nederlandse Organisatie voor Wetenschappelijk Onderzoek
WP	Work Package