



European Union's FP7 Programme

DG Connect

Directorate C: Excellence in Science

Unit C1: e-Infrastructure



Deliverable D5.1

User Needs Survey Report



A project of the Seventh Framework Programme
(FP7)



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Periodical Progress Report

ELCIRA Deliverable: ELCIRA D5.1 – User Needs Survey Report

Document Full Name	ELCIRA D5.1 User Needs Survey Report
Date	2012-12-10
Activity	5. Extending and Strengthening the Collaboration Platform (RedCLARA)
Lead Partner	RedCLARA
Document status	Final
Classification Attribute	Public
Document link	

Abstract: This document contains the details of the survey carried out to obtain user needs for the ELCIRA WP5 EU-LA collaboration environment. The target was the FP7 and FP6 infrastructure project leaders, and were obtained 17 responses.



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ELCIRA (Europe Latin America Collaborative e-Infrastructure for Research Activities – Call (part) identifier: FP7-INFRASTRUCTURES-2012-1 – Project number: 313180) is a project co-funded by the European Commission within the Seventh Framework Programme (FP7), Infrastructures (DG Connect, Directorate C: Excellence in Science, Unit C1: e-Infrastructure). ELCIRA began on 1st June 2012 and will run for 24 months.

For more information on ELCIRA, its partners and contributors please see <http://elcira.redclara.net> (this website will be available in October 1st 2012).

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DELIVERABLE ROUTE

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1.- INTRODUCTION

The ELCIRA work package 5 (Extending and Strengthening the Collaboration Platform) is oriented to deploy a collaboration service environment between Latin-American and Europe by integration the existing collaboration services. The user's opinion will be one of the main references. This deliverable contains the description and results from a collaboration service survey carried out among FP7 and FP6 infrastructure project leaders. The survey asked about service characteristics and features. Furthermore, the survey aims to extract information of how users locate this kind of services, what becomes a tool for the future dissemination among the NRENs communities.

2.- EXECUTIVE SUMMARY

The ELCIRA survey, carried out among FP7 and FP7 infrastructure projects' leaders, is described in this document. The chapter three includes all the survey questions, its answers, and the WP5 team comments on the results. Finally, in chapter 4 the document summarizes the main conclusions. There were 17 answers to the survey, and the people mentioned quality and administration capabilities in services as an important need. A good percentage of the people mentioned services like Skype or Dropbox as a useful. The survey also revealed the tendency to look for services through colleagues recommendation across academic community.

3 SURVEY DETAIL

3.1 PEOPLE IN YOUR COMMUNITY/PROJECT



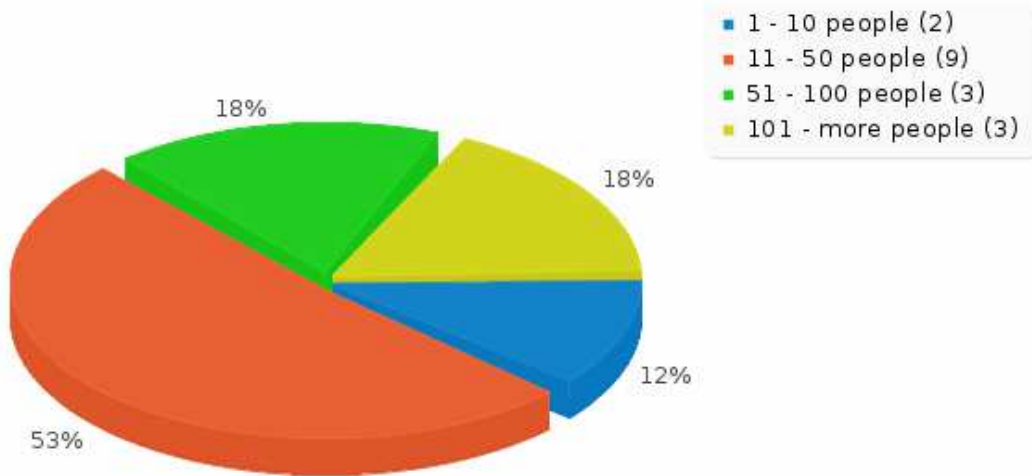
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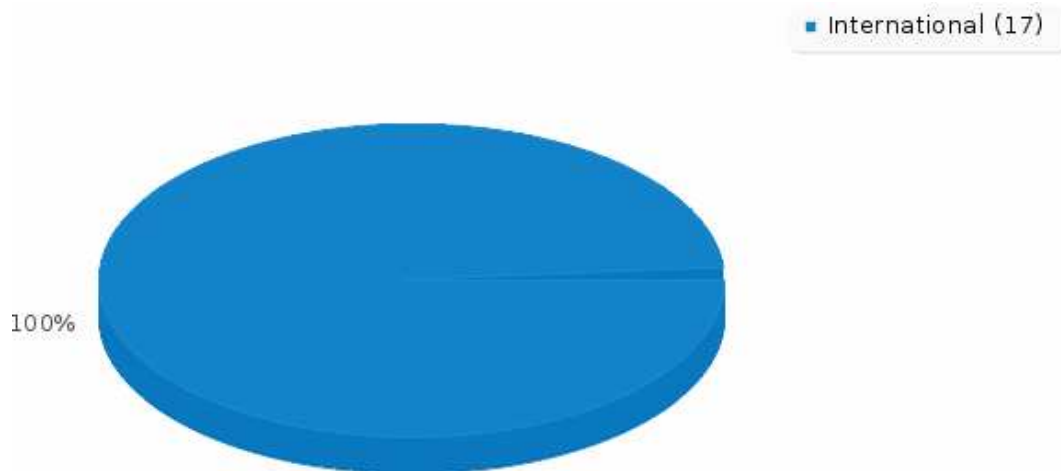


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ELCIRA work team comments: There were 17 responses in the survey from qualified project leaders. 88% of the project communities are larger than 11 people, so they are the base looked for.

3.2 YOUR PROJECT SCOPE IS



ELCIRA work team comments: The survey base were leaders from FP7 projects with Latin-American and European participants.



3.3 HOW MANY COUNTRIES ARE INVOLVED IN YOUR PROJECT?

Calculation	Result
Count	17
Sum	255
Standard deviation	15.9
Average	15
Minimum	2
1st quartile (Q1)	7.5
Median value	9
3rd quartile (Q3)	14
Maximum	64

ELCIRA work team comments: The survey base is valid because all projects involve different countries with a medium value of 9.

3.4 HOW MANY ORGANIZATIONS ARE INVOLVED IN YOUR PROJECT?

Calculation	Result
Count	18
Sum	296
Standard deviation	13.1
Average	16.44
Minimum	2
1st quartile (Q1)	10
2nd quartile (Median)	13



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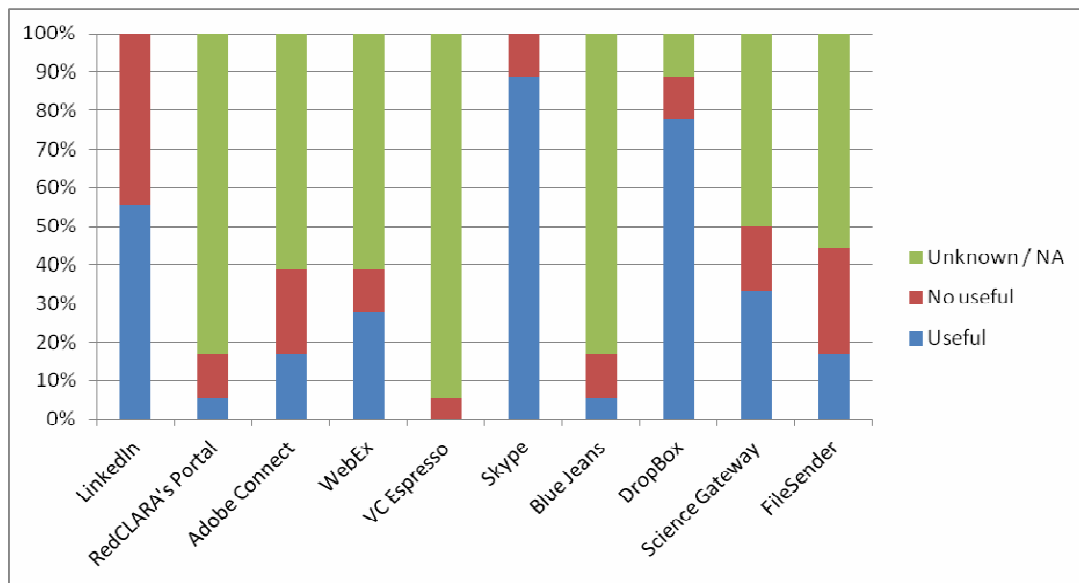
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3rd quartile (Q3)	20
Maximum	63

3.5 WOULD THESE SERVICES BE USEFUL TO IMPROVE YOUR PROJECT'S WORK ACTIVITIES OR PERFORMANCE?



ELCIRA work team comments: It is worth mentioning most of the users found Skype and Dropbox as useful tools. Furthermore, the academic provided services are not known by the community.



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3.6 HAVE YOU HAD ANY PROBLEM OR UNSATISFIED NEED THAT AVOIDED GETTING FULL BENEFITS FROM THESE SERVICES?

LinkedIn	Adobe Connect	WebEx	Skype	DropBox
	connection quality		connection quality	
Service does not offer a centralized user administration with graded assignment of rights			Service does not offer a centralized user administration with graded assignment of rights	Service does not offer a centralized user administration with graded assignment of rights. Service does not offer collaborative features such as group discussions
I am part of LinkedIn, but did not find it very useful				
				Not allowed in our university



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		Unable to guarantee a good connection - conference call quality was very poor		
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ELCIRA work team comments: The main worries in current services are quality assurance and administration capabilities.

3.7 PLEASE LIST OTHER USEFUL SERVICES YOU HAVE USED IN YOUR PROJECT

- video conferences
- doodle
- project website intranet
- SharePoint, CircaBC
- regular emails
- we have a specialized sme in our project responsible for ths.
- Internet.... obviously!
- QBol portal
- doodle

ELCIRA work team comments: Doodle is a meeting scheduling service, and two people mentioned. There is a similar service in the academic environment called Foodle; it will be worth seeing it for future development.

3.8 HOW DID YOU FIND OUT ABOUT THE SERVICES YOU ACTUALLY USE?



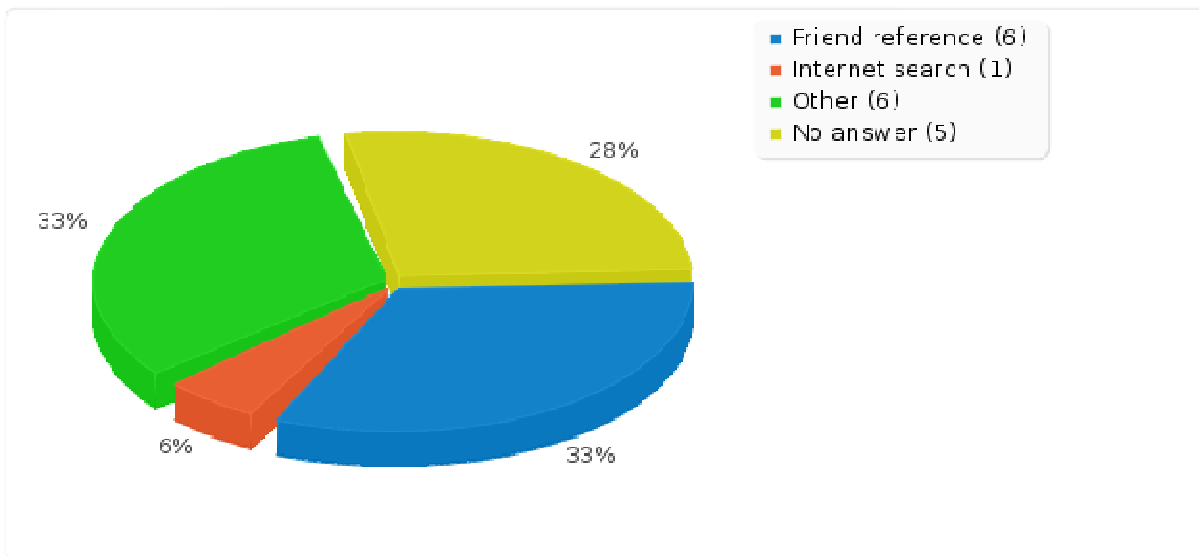
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ELCIRA work team comments: Friend referral seems to be a highly used method, in contrast with Internet search that seems very low. The above encourage the work in communities communications' methods or systems.

3.9 DO YOU HAVE ANY TECHNICAL OR COMMUNICATION NEEDS NOT COVERED WITH THE ABOVE SERVICES, OR THAT YOU THINK THAT SHALL BE IMPROVED ON THEM?

- Not really. Adobe connect is useful tool, but we haven't foreseen the necessary budget
- Science Gateway MUST be supported and regularly improved taking into account the needs of communities.
- I don't know or not use services from CLARA or the other listed above.

3.10 HOW WOULD YOU LIKE TO FOUND THESE KIND OF SERVICES?



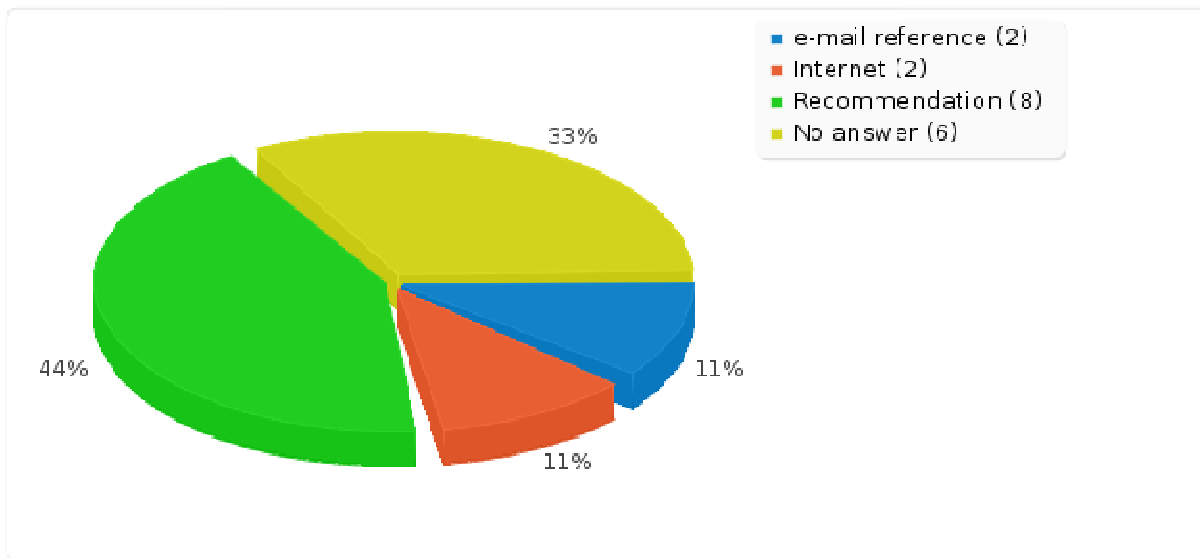
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ELCIRA work team comments: As in point 3.8, colleagues' recommendation is the preferred method for finding services.

4 CONCLUSIONS

The ELCIRA WP5 team came to the following conclusions from the survey questions:

- People have low knowledge of academic service tools like the RedCLARA's portal, and the FileSender service from GARR. The team shall deploy an strategy to overcome this limitations.
- Services like Skype and Dropbox are well recognized as "useful." The ELCIRA applications that will be deployed are not like these services. Nevertheless, the team can evaluate the Web-conference and FileSender as alternative technologies for these services focusing on strengthening administration capabilities, and federating the services for been securely available to the academic community.
- The people uses and prefer the friend/colleague recommendation as the method for finding academic services.



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