My Report

Last Modified: 04/15/2013

1. Instructions: Time: This survey takes approximately 38 to 55 minutes to complete. Possibility to save questionnaire: At the end of the questionnaire you can save all of your answers to the questions. Purpose: The purpose of this questionnaire is to examine the current support process in climate cyber-infrastructure projects such as C3Grid, IS-ENES and ESGF. Your participation is voluntary. Your participation may help to improve the experience of many users as well as simplify the work of support-staff. The completion of questionnaire indicates your consent to participate in the research entitled "Improving support process of climate cyber-infrastructures" conducted by Hashim Chunpir, as it has already been described to you in an e-mail or your interaction (discussion) with him. Please answer all questions. If you do not understand some concept or terminology, please note it down and you can ask via e-mail or via telephone. If you have any enquiries you may contact Hashim Chunpir via E-mail: chunpir@dkrz.de. (tel: +49 460094 146) or Dr. Stephan Kindermann (tel: +49 460094 343) via E-mail: kindermann@dkrz.de.

#	Answer	Bar	Response	%
1	I understand the purpose of this questionnaire and I donot have any objections		14	100%
2	I understand that the data collected from your participation will be used for PhD thesis, conference paper as well as journal paper publications and you consent for it to be used in that manner. The final published results of this research will be aggregated measures and there will be no features that could identify individual participants.		14	100%

Statistic	Value
Min Value	1
Max Value	2
Total Responses	14

2. For which projects initiatives institutions do you provide support? (Check all that apply)

#	Answer	Bar	Response	%
1	ESGF (Earth System Grid Federation)		12	86%
2	IS-ENES		3	21%
3	C3Grid		4	29%
4	Other		2	14%

Other
EUCLIPSE
CNRS/IPSL

Statistic	Value
Min Value	1
Max Value	4
Total Responses	14

3. Educational Background (Please check all where-ever applicable and state the field of your study)

#	Answer	Bar	Response	%
1	Bachelors level (or equivalent) B.A / B.Sc in _____ (please state field in which you have studied)		6	46%
2	Masters level (or equivalent) M.A, M.Sc, Diplom in _____ (please state field in which you have studied)		11	85%
3	Doctorate level (Promotion) PhD in _____ (please state field in which you have studied)		4	31%

Bachelors level (or equivalent) B.A / B.Sc in _____ (please state field in which you have studied)	Masters level (or equivalent) M.A, M.Sc, Diplom in _____ (please state field in which you have studied)	Doctorate level (Promotion) PhD in _____ (please state field in which you have studied)
	electronic, high frequency + microwave	
	Geology, Forest and Environmental Sciences	
Diploma (FH) in Business Informatics	Master of Science in Practical Informatics	
	Ba, Informatics	
Physics	Physics	Physics
	Physics	
Computer Science	Software Engineering	
Science	Applied Mathematics	
	Math	
	Computational Science	Computational Science
Physics	Physics	
Computer Science		
		Computer Science

Statistic	Value
Min Value	1
Max Value	3
Total Responses	13

4. Gender (Please select your gender)

#	Answer	Bar	Response	%
1	Male		14	100%
2	Female		0	0%
	Total		14	

Statistic	Value
Min Value	1
Max Value	1
Mean	1.00
Variance	0.00
Standard Deviation	0.00
Total Responses	14

5. Age (Please select your age in years)

#	Answer	Bar	Response	%
1	less than 29		1	8%
2	within 30 to 40		6	46%
3	within 41 to 50		4	31%
4	within 51 to 60		2	15%
5	more than 61		0	0%
	Total		13	

Statistic	Value
Min Value	1
Max Value	4
Mean	2.54
Variance	0.77
Standard Deviation	0.88
Total Responses	13

6. Do you work full-time or part-time? (The option full-time is selected by default, please change if it is not appropriate)

#	Answer	Bar	Response	%
1	Part Time		1	8%
2	Full Time		12	92%
3	Other		0	0%
	Total		13	

Other

Statistic	Value
Min Value	1
Max Value	2
Mean	1.92
Variance	0.08
Standard Deviation	0.28
Total Responses	13

7. List of Countries

#	Answer	Bar	Response	%
1	Afghanistan		0	0%
2	Albania		0	0%
3	Algeria		0	0%
4	Andorra		0	0%
5	Angola		0	0%
6	Antigua and Barbuda		0	0%
7	Argentina		0	0%
8	Armenia		0	0%
9	Australia		0	0%
10	Austria		0	0%
11	Azerbaijan		0	0%
12	Bahamas		0	0%
13	Bahrain		0	0%
14	Bangladesh		0	0%
15	Barbados		0	0%
16	Belarus		0	0%
17	Belgium		0	0%
18	Belize		0	0%
19	Benin		0	0%
20	Bhutan		0	0%
21	Bolivia		0	0%
22	Bosnia and Herzegovina		0	0%
23	Botswana		0	0%
24	Brazil		0	0%
25	Brunei Darussalam		0	0%
26	Bulgaria		0	0%
27	Burkina Faso		0	0%
28	Burundi		0	0%
29	Cambodia		0	0%
30	Cameroon		0	0%
31	Canada		0	0%
32	Cape Verde		0	0%
33	Central African Republic		0	0%
34	Chad		0	0%
35	Chile		0	0%
36	China		0	0%
37	Colombia		0	0%
38	Comoros		0	0%
39	Congo, Republic of the...		0	0%
40	Costa Rica		0	0%
41	Côte d'Ivoire		0	0%
42	Croatia		0	0%
43	Cuba		0	0%
44	Cyprus		0	0%
45	Czech Republic		0	0%
46	Democratic People's Republic of Korea		0	0%
47	Democratic Republic of the Congo		0	0%
48	Denmark		0	0%
49	Djibouti		0	0%
50	Dominica		0	0%
51	Dominican Republic		0	0%
52	Ecuador		0	0%

53	Egypt		0	0%
54	El Salvador		0	0%
55	Equatorial Guinea		0	0%
56	Eritrea		0	0%
57	Estonia		0	0%
58	Ethiopia		0	0%
59	Fiji		0	0%
60	Finland		0	0%
61	France	▮	1	8%
62	Gabon		0	0%
63	Gambia		0	0%
64	Georgia		0	0%
65	Germany	▬▬▬	6	46%
66	Ghana		0	0%
67	Greece		0	0%
68	Grenada		0	0%
69	Guatemala		0	0%
70	Guinea		0	0%
71	Guinea-Bissau		0	0%
72	Guyana		0	0%
73	Haiti		0	0%
74	Honduras		0	0%
75	Hong Kong (S.A.R.)		0	0%
76	Hungary		0	0%
77	Iceland		0	0%
78	India		0	0%
79	Indonesia		0	0%
80	Iran, Islamic Republic of...		0	0%
81	Iraq		0	0%
82	Ireland	▮	1	8%
83	Israel		0	0%
84	Italy	▮	1	8%
85	Jamaica		0	0%
86	Japan		0	0%
87	Jordan		0	0%
88	Kazakhstan		0	0%
89	Kenya		0	0%
90	Kiribati		0	0%
91	Kuwait		0	0%
92	Kyrgyzstan		0	0%
93	Lao People's Democratic Republic		0	0%
94	Latvia		0	0%
95	Lebanon		0	0%
96	Lesotho		0	0%
97	Liberia		0	0%
98	Libyan Arab Jamahiriya		0	0%
99	Liechtenstein		0	0%
100	Lithuania		0	0%
101	Luxembourg		0	0%
102	Madagascar		0	0%
103	Malawi		0	0%
104	Malaysia		0	0%
105	Maldives		0	0%
106	Mali		0	0%
107	Malta		0	0%

108	Marshall Islands		0	0%
109	Mauritania		0	0%
110	Mauritius		0	0%
111	Mexico		0	0%
112	Micronesia, Federated States of...		0	0%
113	Monaco		0	0%
114	Mongolia		0	0%
115	Montenegro		0	0%
116	Morocco		0	0%
117	Mozambique		0	0%
118	Myanmar		0	0%
119	Namibia		0	0%
120	Nauru		0	0%
121	Nepal		0	0%
122	Netherlands		0	0%
123	New Zealand		0	0%
124	Nicaragua		0	0%
125	Niger		0	0%
126	Nigeria		0	0%
127	North Korea		0	0%
128	Norway		0	0%
129	Oman		0	0%
130	Pakistan		0	0%
131	Palau		0	0%
132	Panama		0	0%
133	Papua New Guinea		0	0%
134	Paraguay		0	0%
135	Peru		0	0%
136	Philippines		0	0%
137	Poland		0	0%
138	Portugal		0	0%
139	Qatar		0	0%
140	Republic of Korea		0	0%
141	Republic of Moldova		0	0%
142	Romania		0	0%
143	Russian Federation		0	0%
144	Rwanda		0	0%
145	Saint Kitts and Nevis		0	0%
146	Saint Lucia		0	0%
147	Saint Vincent and the Grenadines		0	0%
148	Samoa		0	0%
149	San Marino		0	0%
150	Sao Tome and Principe		0	0%
151	Saudi Arabia		0	0%
152	Senegal		0	0%
153	Serbia		0	0%
154	Seychelles		0	0%
155	Sierra Leone		0	0%
156	Singapore		0	0%
157	Slovakia		0	0%
158	Slovenia		0	0%
159	Solomon Islands		0	0%
160	Somalia		0	0%
161	South Africa		0	0%
162	South Korea		0	0%

163	Spain		0	0%
164	Sri Lanka		0	0%
165	Sudan		0	0%
166	Suriname		0	0%
167	Swaziland		0	0%
168	Sweden		0	0%
169	Switzerland		0	0%
170	Syrian Arab Republic		0	0%
171	Tajikistan		0	0%
172	Thailand		0	0%
173	The former Yugoslav Republic of Macedonia		0	0%
174	Timor-Leste		0	0%
175	Togo		0	0%
176	Tonga		0	0%
177	Trinidad and Tobago		0	0%
178	Tunisia		0	0%
179	Turkey		0	0%
180	Turkmenistan		0	0%
181	Tuvalu		0	0%
182	Uganda		0	0%
183	Ukraine		0	0%
184	United Arab Emirates		0	0%
185	United Kingdom of Great Britain and Northern Ireland		0	0%
186	United Republic of Tanzania		0	0%
187	United States of America		4	31%
188	Uruguay		0	0%
189	Uzbekistan		0	0%
190	Vanuatu		0	0%
191	Venezuela, Bolivarian Republic of...		0	0%
192	Viet Nam		0	0%
193	Yemen		0	0%
580	Zambia		0	0%
1357	Zimbabwe		0	0%
	Total		13	

Statistic	Value
Min Value	61
Max Value	187
Mean	105.00
Variance	3,283.50
Standard Deviation	57.30
Total Responses	13

8. 50 States without D.C or Puerto Rico

#	Answer	Bar	Response	%
1	Alabama		0	0%
2	Alaska		0	0%
3	Arizona		0	0%
4	Arkansas		0	0%
5	California	▬	1	25%
6	Colorado	▬	1	25%
7	Connecticut		0	0%
8	Delaware		0	0%
9	District of Columbia		0	0%
10	Florida		0	0%
11	Georgia		0	0%
12	Hawaii		0	0%
13	Idaho		0	0%
14	Illinois		0	0%
15	Indiana		0	0%
16	Iowa		0	0%
17	Kansas		0	0%
18	Kentucky		0	0%
19	Louisiana		0	0%
20	Maine		0	0%
21	Maryland		0	0%
22	Massachusetts		0	0%
23	Michigan		0	0%
24	Minnesota		0	0%
25	Mississippi		0	0%
26	Missouri		0	0%
27	Montana		0	0%
28	Nebraska		0	0%
29	Nevada		0	0%
30	New Hampshire		0	0%
31	New Jersey		0	0%
32	New Mexico		0	0%
33	New York		0	0%
34	North Carolina		0	0%
35	North Dakota		0	0%
36	Ohio		0	0%
37	Oklahoma		0	0%
38	Oregon		0	0%
39	Pennsylvania		0	0%
40	Rhode Island		0	0%
41	South Carolina		0	0%
42	South Dakota		0	0%
43	Tennessee	▬▬	2	50%
44	Texas		0	0%
45	Utah		0	0%
46	Vermont		0	0%
47	Virginia		0	0%
48	Washington		0	0%
49	West Virginia		0	0%
50	Wisconsin		0	0%
51	Wyoming		0	0%
52	I do not live in the continental United States		0	0%

	Total		4	

Statistic	Value
Min Value	5
Max Value	43
Mean	24.25
Variance	468.92
Standard Deviation	21.65
Total Responses	4

Statistic	Value
Min Value	5
Max Value	43
Mean	24.25

9. 1. Experience with ...

#	Answer	Bar	Response	%
1	Less than 1 year		3	23%
2	More than a year and upto 3 years		6	46%
3	More than 3 years		4	31%
	Total		13	

Statistic	Value
Min Value	1
Max Value	3
Mean	2.08
Variance	0.58
Standard Deviation	0.76
Total Responses	13

10. How much time in terms of hours per working day in average do you dedicate for support activities? (Please slide to select the time)

#	Answer	Bar	Response	%
0	0		0	0%
1	1		4	33%
2	2		5	42%
3	3		1	8%
4	4		1	8%
5	5		0	0%
6	6		0	0%
7	7		0	0%
8	8		1	8%
9	9		0	0%
10	10		0	0%
	Total		12	

Statistic	Value
Min Value	1
Max Value	8
Mean	2.42
Variance	3.90
Standard Deviation	1.98
Total Responses	12

11. Do you do support on demand or do you have a dedicated time slot for support activities? (Please check all that apply)

#	Answer	Bar	Response	%
1	On demand		11	85%
2	Dedicated time slot, please specify timings (e.g.: 8:00 - 12:00, 14:00-16:00)		3	23%
3	I also do support on weekend and public holidays		6	46%

Dedicated time slot, please specify timings (e.g.: 8:00 - 12:00, 14:00-16:00)
09:00-10:00
9:00 - 11:00
8:00-10:00

Statistic	Value
Min Value	1
Max Value	3
Total Responses	13

12. In what of the following activities are you involved, which are not connected to the support process? (Please check all that apply)

#	Answer	Bar	Response	%
1	Software development		10	77%
2	Writing documents (e.g. deliverables)		10	77%
3	System Administration		10	77%
4	Project Management and coordination / Administration activities		5	38%
5	Data production and data curation		6	46%
6	Research and project work		6	46%
7	Others		2	15%

Others
Software use
data management

Statistic	Value
Min Value	1
Max Value	7
Total Responses	13

13. How long has the client to wait during working hours until s/he gets a personal answer from you (i.e. the first level support)? (in average) [Note: The answer will reveal average "personal response time"]

#	Answer	Bar	Response	%
1	Less than 1 hr		2	17%
2	More than 1 but less than 3 hrs		8	67%
3	More than 3 hrs		2	17%
	Total		12	

Statistic	Value
Min Value	1
Max Value	3
Mean	2.00
Variance	0.36
Standard Deviation	0.60
Total Responses	12

14. How long do you need to solvedifferent types of problems...

#	Answer	Min Value	Max Value	Average Value	Standard Deviation
1	· Less than 5 min (simple problems) %	0.00	60.00	24.17	20.98
2	· Less than an hour (normal problems) %	10.00	50.00	26.67	12.31
3	· More than than 3 hrs (difficult problems) %	0.00	60.00	24.17	17.30
4	· More than 1 day (big problems)	5.00	50.00	25.00	18.71

#	Answer	Min Value	Max Value	Average Value	Standard Deviation
1	· Less than 5 min (simple problems) %				
2	· Less than an hour (normal problems) %				

15. Is there an automatic reply mechanism that states that the support person will be taking care of this issue in the working hours and the client will get a personal message from the support team? Instruction: Please state in percentage, sum must total 100. Example: If you have an automatic reply mechanism then you ll put Yes:100.

#	Answer	Min Value	Max Value	Average Value	Standard Deviation
1	Yes	0.00	100.00	15.83	30.59
2	No	0.00	100.00	84.17	30.59

16. Once you have delegated the request to your peer. e.g. the second level support (second level support "SLS" is a support-person to whom a user-request is delegated to, by the first support person who directly recieves a request from an end-user) How much time does it take generally (in average) that you get a solution of the problem?

#	Answer	Bar	Response	%
1	very little, within an hour		0	0%
2	Little, within 3 hours		5	42%
3	Some, within a day or two days		7	58%
4	A Lot, more than two days		0	0%
	Total		12	

Statistic	Value
Min Value	2
Max Value	3
Mean	2.58
Variance	0.27
Standard Deviation	0.51
Total Responses	12

17. Of all incoming user-requests, how many people (support-staff) are involved in servicing each user-request on the average? Please specify in percentage, sum must total 100.

#	Answer	Min Value	Max Value	Average Value	Standard Deviation
1	• 1 person (simple problems) %	25.00	100.00	65.42	21.89
2	• 2 people (normal problems) %	0.00	50.00	23.17	15.47
3	• 3 people (difficult problems) %	0.00	25.00	6.00	7.82
4	• More than 4 (big problems) %	0.00	25.00	5.42	7.22

#	Answer	Min Value	Max Value	Average Value	Standard Deviation
1	• 1 person (simple problems) %	25.00	100.00	65.42	21.89
2	• 2 people (normal problems) %	0.00	50.00	23.17	15.47

18. How often do you do multiple delegation? That is delegating a request to more than one support staff who might be at second-level at the same time?

#	Answer	Bar	Response	%
8	Never		1	8%
9	Rarely		5	42%
10	Sometimes		5	42%
11	Most of the Time		1	8%
12	Always		0	0%
	Total		12	

Statistic	Value
Min Value	8
Max Value	11
Mean	9.50
Variance	0.64
Standard Deviation	0.80
Total Responses	12

19. How often do you update (in average) user-support information on associated support web pages?

#	Answer	Bar	Response	%
1	• Daily		0	0%
2	• Weekly		3	25%
3	• Monthly		4	33%
4	• Quarterly		1	8%
5	• Other (Please specify)_____		4	33%
	Total		12	

• Other (Please specify)_____
I didnot, it was an obligation of the host of the helpdesk
never
per release
When there is something new to be documented

Statistic	Value
Min Value	2
Max Value	5
Mean	3.50
Variance	1.55
Standard Deviation	1.24
Total Responses	12

20. How many individual users do you support in a year?

Text Response
100
175
-
20
Hundreds
10
50
50
20
20
100
20

Statistic	Value
Total Responses	12

21. How many user requests do you get per working day (in average)?

Text Response
2
5
1-2
2
2-3
.3
1
5
2
less than 1
2
1

Statistic	Value
Total Responses	12

22. In which languages do you communicate with the clients (and the requests / tickets are written)? Please state in percentages.

#	Answer	Min Value	Max Value	Average Value	Standard Deviation
1	English	1.00	100.00	80.50	35.88
2	German	0.00	99.00	15.33	34.91
3	Others, please specify separating each language by ","	0.00	50.00	4.17	14.43

Others, please specify separating each language by ","
French

23. Of your total user contact, what percentage is via : (Please state in terms of percentage, Sum most total 100)

#	Answer	Min Value	Max Value	Average Value	Standard Deviation
1	• (E-mail address leading to) Request Tracking System	0.00	100.00	35.83	37.83
2	• Telephone Call	0.00	20.00	6.00	6.89
3	• Mailing list	0.00	100.00	53.33	41.14
4	• Walk-in (i.e. in person)	0.00	10.00	2.33	3.68
5	• Web Form	0.00	20.00	1.67	5.77
6	• Web Forum	0.00	0.00	0.00	0.00
7	• Social Media specify:_____	0.00	0.00	0.00	0.00
8	• Other please specify:_____	0.00	10.00	0.83	2.89

• Social Media specify:_____	• Other please specify:_____
	skype

24. Which channel (forms of communication) do you think a user prefers? (Please rank, drag to change the current order)

#	Answer	1	2	3	4	5	6	7	8	Total Responses
1	• (E-mail address leading to) Request Tracking System	3	4	1	2	0	0	0	0	10
2	• Telephone Call	1	3	5	0	1	0	0	0	10
3	• Mailing list	4	1	2	3	0	0	0	0	10
4	• Walk-in (i.e. in person)	2	0	1	4	2	1	0	0	10
5	• Web form	0	0	1	0	3	6	0	0	10
6	• Web Forum	0	1	0	1	3	3	2	0	10
7	• Social Media please specify _____	0	0	0	0	1	0	8	1	10
8	• Other please specify _____	0	1	0	0	0	0	0	9	10
	Total	10	10	10	10	10	10	10	10	-

• Social Media please specify _____	• Other please specify _____
Facebook, Twitter	
	skype

Statistic	• (E-mail address leading to) Request Tracking System	• Telephone Call	• Mailing list	• Walk-in (i.e. in person)	• Web form	• Web Forum	• Social Media please specify _____	• Other please specify _____
Min Value	1	1	1	1	3	2	5	2
Max Value	4	5	4	6	6	7	8	8
Mean	2.20	2.70	2.40	3.70	5.40	5.30	6.90	7.40
Variance	1.29	1.12	1.82	2.68	0.93	2.23	0.54	3.60
Standard Deviation	1.14	1.06	1.35	1.64	0.97	1.49	0.74	1.90
Total Responses	10	10	10	10	10	10	10	10

25. Which channels (forms of communication) do you use often for internal communication? Please state in terms of percentage, Sum must total 100.

#	Answer	Min Value	Max Value	Average Value	Standard Deviation
1	• (E-mail address leading to) Request Tracking System	0.00	90.00	39.58	34.54
2	• Telephone Call	0.00	30.00	11.92	10.68
3	• Mailing lists	0.00	90.00	30.83	34.50
4	• Walk-in (i.e. in person)	0.00	30.00	8.36	12.39
5	• Web Form	0.00	4.00	0.33	1.15
6	• Web Forum	0.00	20.00	2.75	6.02
7	• Social Media specify:_____	0.00	3.00	0.25	0.87
8	• Other please specify:_____	0.00	40.00	6.67	13.03

• Social Media specify:_____	• Other please specify:_____
	direct mail
	skype, ichat,
	Meeting
Facebook	

26. Do you handle user requests off the record, in a non-documented way (i.e. user calls you via telephone or walks in directly, asking for help and you normally forget to enter the record in a system or keep record of a request)?

#	Answer	Bar	Response	%
1	· Yes		11	92%
2	· No.		1	8%
	Total		12	

Statistic	Value
Min Value	1
Max Value	2
Mean	1.08
Variance	0.08
Standard Deviation	0.29
Total Responses	12

27. Please tell the frequency of undocumented handled requests (per month) in percentage %. Note: Undocumented requests are those requests which are not formally recorded in a system e.g. Request-Tracking system, so there is no record available about a particular request that can be retrieved or used for statistics.

Text Response
5
3
80
90
95
10
30
40
20%
10
5

Statistic	Value
Total Responses	11

28. Which channel do you use often for undocumented user-requests? (Please state in terms of percentage, sum must total 100)

#	Answer	Min Value	Max Value	Average Value	Standard Deviation
1	o telephone	0.00	99.00	31.27	30.44
2	o walk-in oral communication, physically questioning (approaching directly)	0.00	70.00	25.09	23.02
3	o mailing list (unrecorded) un-recorded mailing-list is the mailing-list on which no request can be tracked or identified for future statistics or request-retrieval	0.00	100.00	23.64	36.41
4	o e-mail (unrecorded) i.e. informal e-email and no record of this e-mail is entered in a particular system e.g. request tracking system for future statistics or request-retrieval	0.00	70.00	18.18	28.22
5	o Web form	0.00	0.00	0.00	0.00
6	o Web Forum	0.00	10.00	0.91	3.02
7	o Social Media please specify:	0.00	0.00	0.00	0.00
8	o Other please specify:	0.00	10.00	0.91	3.02

o Social Media please specify:	o Other please specify:
	skype

#	Answer	Min Value	Max Value	Average Value	Standard Deviation
1	o telephone	0.00	99.00	31.27	30.44
2	o walk-in oral communication, physically questioning (approaching directly)				

29. How much of the total incoming user-requests are understandable, comprehensive and clear? (please state in percentage)

#	Answer	Bar	Response	%
1	Little, less than 10% of user-requests in a year		1	8%
2	Some, up to 20% of user-requests in a year		2	17%
3	A Lot, up to 90% of user requests in a year		7	58%
4	Other, please specify		2	17%
	Total		12	

Other, please specify
60%
70%

Statistic	Value
Min Value	1
Max Value	4
Mean	2.83
Variance	0.70
Standard Deviation	0.83
Total Responses	12

30. Do end-users give recommendations for improvement rather than asking questions?

#	Answer	Bar	Response	%
1	• No		8	67%
2	• Yes, If yes, what kind of hints / recommendations do you get?		4	33%
	Total		12	

• Yes, If yes, what kind of hints / recommendations do you get?
mostly critique, e.g. slow download, unclear instruction on software use, comments like "your software sucks"
rarely, but some info about use-cases
10
everything

Statistic	Value
Min Value	1
Max Value	2
Mean	1.33
Variance	0.24
Standard Deviation	0.49
Total Responses	12

31. Does a user follow any particular (uniform) pattern of request?

#	Answer	Bar	Response	%
1	Yes, please specify the format in an chronological order: e.g. 1. salutation, 2. problem statement, 3.problem reference[Optional], 4.greeting etc.		0	0%
2	No		6	50%
3	Some yes, some not		6	50%
	Total		12	

Yes, please specify the format in an chronological order: e.g. 1. salutation, 2. problem statement, 3.problem reference[Optional], 4.greeting etc.

Statistic	Value
Min Value	2
Max Value	3
Mean	2.50
Variance	0.27
Standard Deviation	0.52
Total Responses	12

32. How often do you have to write back (per request) in order to understand the
original request in a better manner?

#	Answer	Bar	Response	%
1	• Once		7	58%
2	• Twice		4	33%
3	• Thrice		0	0%
4	• Other (please specify i.e. how many times)		1	8%
	Total		12	

• Other (please specify i.e. how many times)
0...1

Statistic	Value
Min Value	1
Max Value	4
Mean	1.58
Variance	0.81
Standard Deviation	0.90
Total Responses	12

33. What could be the sub-category/categories of each user requests? Please list all categories that you may think of. Follow the following example:The tasks in the C3Grid, IS-ENES and ESGF can be classified into the following categories and sub-categories. (The list of categories is however not complete, it may expand.) Check as many as applicable. If you want to define a new category please do provide information.

#	Answer	Bar	Response	%
1	o Information (general) i.e. getting to know general information about following domains (sub-categories):		7	58%
2	Infrastructure: general queries about anatomy of cyber-infrastructure		7	58%
3	Data: e.g. query about the types of data sets available in the portal		10	83%
4	Format: queries about formats of the data which are available to be downloaded		5	42%
5	Workflows: queries about workflows which are available and their functionality		5	42%
6	Registration: queries about registration process e.g. What do I need to register? What benefits can I have after registration?		10	83%
7	Others: please specify each sub-category that you might think of seperated by comma (xyz, abc)		1	8%
8	o Data access and download (e.g. IPCC AR4, ECHAM and others)		12	100%
9	o Workflow execution (e.g. CAPE, STORMTRACK; QFLUX)		5	42%
10	o Scientific Support (Community)		7	58%
11	o Visualization		5	42%
12	o Others: please specify each main category that you might think of seperated by comma (xyz, abc)		1	8%

Others: please specify each sub-category that you might think of seperated by comma (xyz, abc)	o Others: please specify each main category that you might think of seperated by comma (xyz, abc)
authentication i.e. login	
	how to publish data, getting logged in

Statistic	Value
Min Value	1
Max Value	12
Total Responses	12

34. What mix of user-requests (in percentage %) does your support get in each of the following area: (Note: Total must sum to 100)

#	Answer	Min Value	Max Value	Average Value	Standard Deviation
1	o Information (general) i.e. getting to know general information about following domains (sub-categories): Infrastructure: general queries about anatomy of cyber-infrastructure Data : e.g. query about the types of data sets available in the portal Format: queries about formats of the data which are available to be downloaded Workflows: queries about workflows which are available and their functionality Registration: queries about registration process e.g. What do I need to register? What benefits can I have after registration? Others: please specify each sub-category that you might think of, seperated by comma (e.g. xyz, abc)	0.00	100.00	39.42	34.73
2	o Data access and download (e.g. IPCC AR4, ECHAM and others)	0.00	80.00	51.67	28.55
3	o Workflow execution (e.g. CAPE, STORMTRACK; QFLUX)	0.00	10.00	3.08	4.42
4	o Scientific Support (Community)	0.00	30.00	6.50	8.65
5	o Visualization	0.00	6.00	1.00	2.13
6	Others: please specify each main-category that you might think of seperated by comma (e.g. xyz, abc)	0.00	40.00	5.83	13.79

o Information (general) i.e. getting to know general information about following domains (sub-categories): Infrastructure: general queries about anatomy of cyber-infrastructure Data : e.g. query about the types of data sets available in the portal Format: queries about formats of the data which are available to be downloaded Workflows: queries about workflows which are available and their functionality Registration: queries about registration process e.g. What do I need to register? What benefits can I have after registration? Others: please specify each sub-category that you might think of, seperated by comma (e.g. xyz, abc)	Others: please specify each main-category that you might think of seperated by comma (e.g. xyz, abc)
	authentication
	how to publish, getting logged in

35. Which one(s) is/are the best to describe your "Help Desk" support model?
[CHECK ALL THAT APPLY]

#	Answer	Bar	Response	%
1	Centralized or Single Point of Contact (Explanation: merging all help desks into one, one contact-address e.g. e-mail or telephone number for all nature of enquires). [Kirchmeyer 2002, Middleton 1999] Please enter project(s) separated by "," which use centralized support model (e.g. C3Grid, ESGF etc.)		5	42%
2	Decentralized or Multiple Points of Contacts (Explanation: more than one help desks established by different departments, branches or even work groups [Grajek et. al. 2002]) Example: There were nine different help desks at Western Kentucky University and users chosse which one to call depending on the nature of their problem. [Kirchmeyer 2002] Please enter project(s) separated by "," which use decentralized support model (e.g. C3Grid, ESGF etc.)		7	58%
3	Distributed (located at different physical location)		7	58%
4	Outsourcing		0	0%
5	e-support (users can access online resources and look for useful resources to solves their difficulties)		3	25%
6	Other		1	8%

Centralized or Single Point of Contact (Explanation: merging all help desks into one, one contact-address e.g. e-mail or telephone number for all nature of enquires). [Kirchmeyer 2002, Middleton 1999] Please enter project(s) separated by "," which use centralized support model (e.g. C3Grid, ESGF etc.)	Decentralized or Multiple Points of Contacts (Explanation: more than one help desks established by different departments, branches or even work groups [Grajek et. al. 2002]) Example: There were nine different help desks at Western Kentucky University and users chosse which one to call depending on the nature of their problem. [Kirchmeyer 2002] Please enter project(s) separated by "," which use decentralized support model (e.g. C3Grid, ESGF etc.)	Other
		no idea
	ESGF, MiKlip	
	ESGF	
	c3grid, esgf	

Statistic	Value
Min Value	1
Max Value	6
Total Responses	12

36. Which one(s) is/are the best to describe your "Help Desk" support structure?
(e.g. 2 tier support or 3-tier support)

#	Answer	Bar	Response	%
1	One Level Support or 1-tier support		6	50%
2	Two Level Support or 2-tier support		4	33%
3	Three Level Support or 3-tier support		0	0%
4	Other (please specify)		2	17%
	Total		12	

Other (please specify)
1.5 depending on the area (2. level is getting the questions directly too)
One person at ICHEC at the moment!

Statistic	Value
Min Value	1
Max Value	4
Mean	1.83
Variance	1.24
Standard Deviation	1.11
Total Responses	12

37. Are users normally satisfied with the support process?

#	Answer	Bar	Response	%
1	Very Dissatisfied		0	0%
2	Dissatisfied		0	0%
3	Somewhat Dissatisfied		0	0%
4	Neutral		3	25%
5	Somewhat Satisfied		5	42%
6	Satisfied		4	33%
7	Very Satisfied		0	0%
	Total		12	

Statistic	Value
Min Value	4
Max Value	6
Mean	5.08
Variance	0.63
Standard Deviation	0.79
Total Responses	12

38. Are you satisfied with the support process?

#	Answer	Bar	Response	%
1	Very Dissatisfied		1	8%
2	Dissatisfied		0	0%
3	Somewhat Dissatisfied		2	17%
4	Neutral		4	33%
5	Somewhat Satisfied		5	42%
6	Satisfied		0	0%
7	Very Satisfied		0	0%
	Total		12	

Statistic	Value
Min Value	1
Max Value	5
Mean	4.00
Variance	1.45
Standard Deviation	1.21
Total Responses	12

39. Do you collect the statistics of users, e.g. how often a particular user sends a user-request, types of request sent by a user etc.? [exc

#	Answer	Bar	Response	%
1	Yes		1	8%
2	No		11	92%
	Total		12	

Statistic	Value
Min Value	1
Max Value	2
Mean	1.92
Variance	0.08
Standard Deviation	0.29
Total Responses	12

40. What percentage of the user-requests on the average remains to be unresolved in a year?

#	Answer	Bar	Response	%
1	None		0	0%
2	Little, less than 5%		9	75%
3	Some, up to 20%		3	25%
4	A Lot, more than 50%		0	0%
	Total		12	

Statistic	Value
Min Value	2
Max Value	3
Mean	2.25
Variance	0.20
Standard Deviation	0.45
Total Responses	12

41. In your opinion, what are the weaknesses of the current support process?

Text Response
no special points of contact for special problems
insufficent training of first level support, lack of specialization areas, week link to scientific experts, inefficient job assignments
-
Not structured, left to the good will of people that are willing to answer, and are unfunded to do so.
We need a way to capture questions and answers for future reference. Some work in going on to explore using an open source Stackoverflow-like system to do this.
no single point of contact. developers see user questions through the email list and only respond if they can help.
Can't measure support activity. Can't know if all queries has been addressed
There are no assignments of help tickets to individual staff. The questions are answered chaotically and randomly.
Understaffing! (We at ICHEC run a data node. Short of staff to do so properly).

Statistic	Value
Total Responses	9

42. In your opinion, what are the strengths of the current support process?

Text Response
all people can participate in support (also the customers)
communication required info to users
-
Most user questions do get answered, so the system works - for now.
Questions usually get to the right person to be answered quickly.
As a developer I can see what is and is not working through user troubles.
Very dynamcic.Most queries get solved.
Responses are usually quick and most (if not all) questions are resolved.
Distributed. Others can help

Statistic	Value
Total Responses	9

43. In the support process, do you consider yourself_____

#	Answer	Bar	Response	%
1	Scientific domain expert(i.e.a person able to answer scientific questions)		0	0%
2	Technical Expert (i.e. a person able to answer technical questions)		10	83%
3	Both		2	17%
	Total		12	

Statistic	Value
Min Value	2
Max Value	3
Mean	2.17
Variance	0.15
Standard Deviation	0.39
Total Responses	12

44. From the end-users perspective, do you consider yourself: (please specify in percentage, sum must total 100)

#	Answer	Min Value	Max Value	Average Value	Standard Deviation
1	First level support (i.e. first point of contact)	0.00	100.00	42.50	27.68
2	2nd level support (i.e. second in line after first point of contact already made by the end-user)	0.00	90.00	49.17	28.75
3	other, please specify	0.00	100.00	8.33	28.87

other, please specify
we're not that organized

#	Answer	Min Value	Max Value	Average Value	Standard Deviation
1	First level support (i.e. first point of contact)				