



**INTERNATIONAL
NETWORKS**
at Indiana University



The NEAAR Collaboration: Developing Strategies for End-User Engagement

Edward Moynihan, March 15, 2018



Indiana?



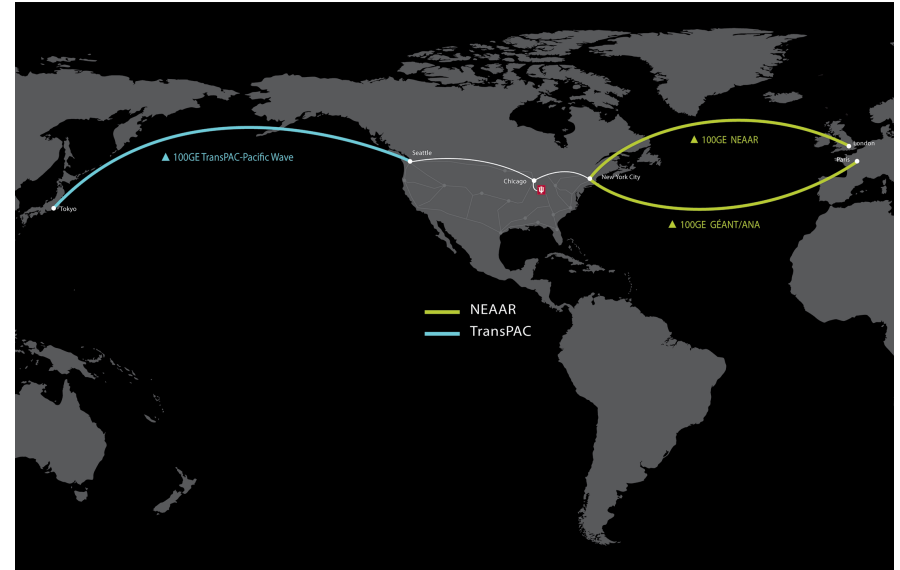
The NEAAR Collaboration

- Funding from US National Science Foundation
 - \$3.25M over 4 years
- Partners:
 - Indiana University
 - GEANT
 - UbuntuNet Alliance
 - WACREN
 - ASREN
 - SANREN/TENET



NEAAR Activities

- 100G circuit US to Europe
- Measurement and monitoring
- **End User Engagement**



What do we mean by Engagement?

- Research relies on technology
- Major investments in R and E networks – but now what?
- End users will struggle to use your resources
- User Engagement = Bridging gaps between researchers and technologists

Why it's important



- Lack of communication and collaboration across domains
- Low performance expectations
- Scientists do science - not IT support
- Critical relationships with stakeholders
- Furthering research is part of your R&E infrastructure mission
- Utilization = Justification.... = Funding!



User Engagement in Practice

- Understanding Users
- “Business” Development
- Relationship Building and Management
- PR and Communications
- Using and Promoting Effective tools and technologies

Challenges

- Resources
- Priorities
- Access
- Politics
- Collaboration



Getting Started

- User Engagement best practices
- Research and document users and collaborators
- Targeted outreach
- Use and promote perfSONAR and other tools
- Develop consistent performance and reporting measures for User Engagement efforts
- Get in touch!

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