

BoF: Defining and Managing eResearch Services

Mr Ric Phillips¹, Dr Lyle Winton², Mr Andrew Alexander³

¹La Trobe University, Melbourne, Australia;

²VeRSI, Melbourne, Australia, Lyle.Winton@versi.edu.au;

³ARCS, Brisbane, Australia

SHORT ABSTRACT

The development of IT and internet services to the research community is accelerating. New services are being developed by and federal, state government funded bodies as well as individual research institutions.

It may be that innovation and new opportunities have created a confusing range of e-services for the average researcher. How can providers continue to grow and develop services and ensure they are reaching their users effectively? Can researchers easily find and understand services that meet their requirements? How can different service providers and institutions work together to plan and deliver the best mix of services? In short, how do we ensure we are getting value to the researcher?

In business IT, the practices required to ensure value is getting to the customer are well established. This BoF will examine whether IT Service Management practices and frameworks in other sectors can offer a common framework for coordinating and publicising the efforts of providers in eResearch.

EXTENDED ABSTRACT

There are now a number of programs established to build and deliver IT services to the Australian research community. The technical services being delivered to researchers are growing rapidly in both number and in terms of the capabilities they provide.

If you are engaged in service provision, you now need to consider more than the requirements of your community. You also need to consider what services other providers may be delivering to that same community, and how to best gaps or complement available capabilities.

Additionally because there is no standard framework in use for describing and publishing services, researchers may find it difficult to identify their choices and to adequately compare alternatives where they exist. Standards and frameworks do exist, however, in the world of corporate IT Service Management, and it may be that these offer opportunities to improve service provision in the research sector.

This BoF is for those involved in the design, publication, and delivery of eResearch Services. It is assumed that the majority participants will have some knowledge of the current service provision practices in the research community and in the wider IT industry. It will start with a three minute presentation from the panellists each offering a short reflection on service definition, service publication and sharing service delivery with other providers.

These will be followed by an open discussion focusing on how current industry practices might be brought to bear to better our delivery of services to the Australian research community.

Regards,
BoF Facilitators.