

NEED HELP?

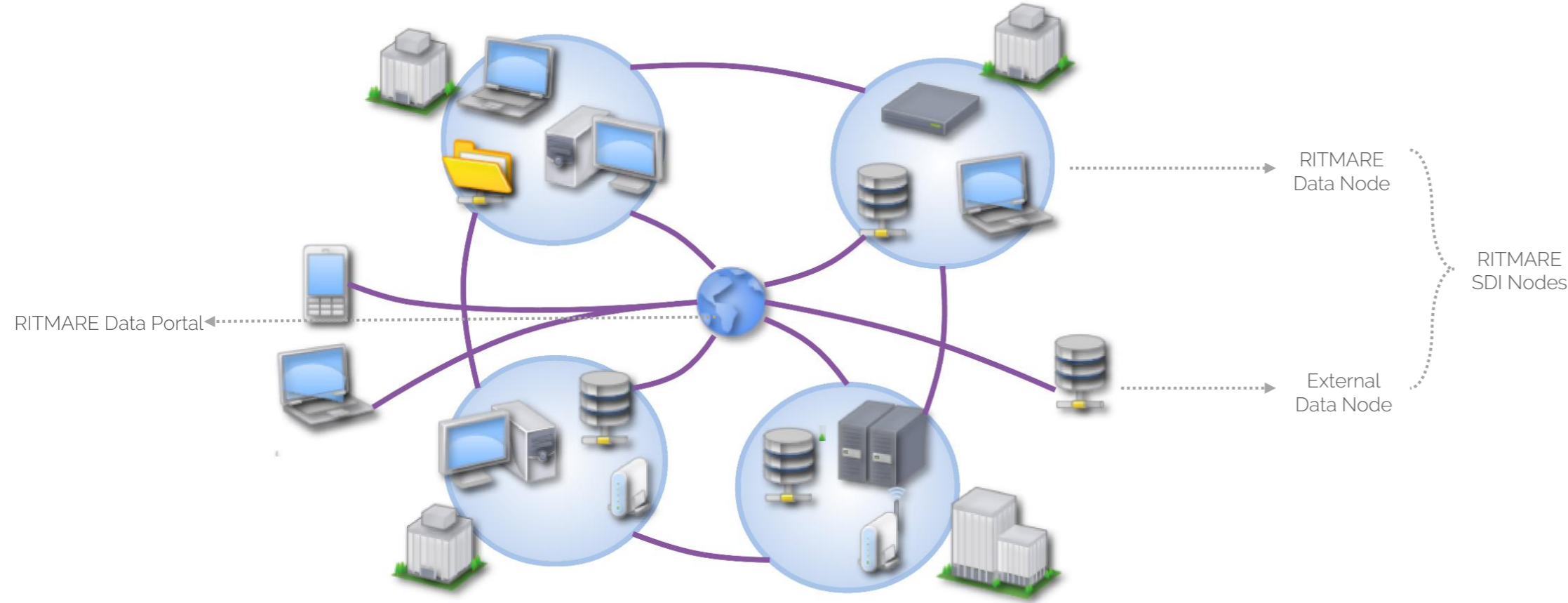
Designing and Implementing the RITMARE Help Desk to Support Research Data Management

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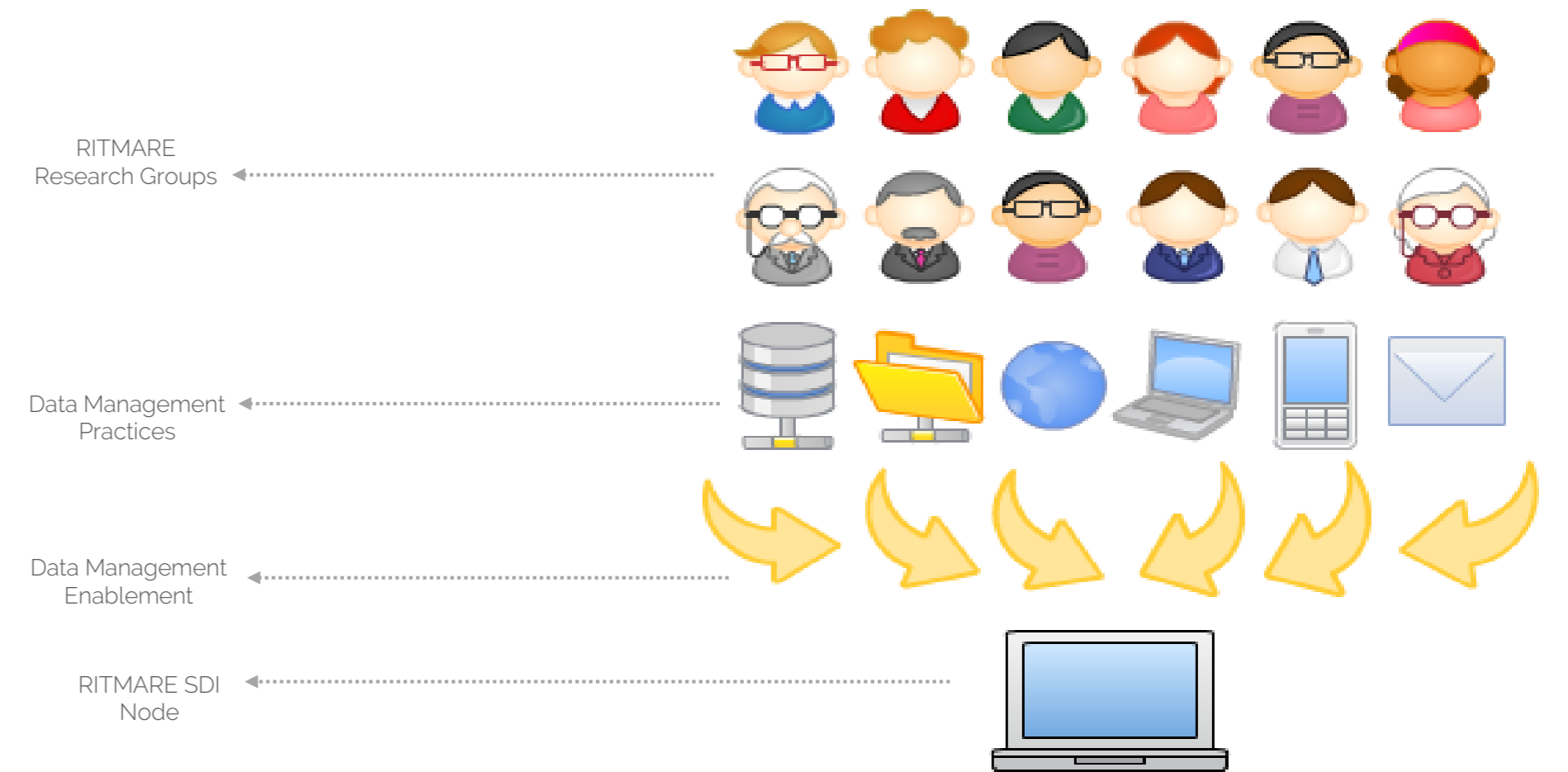
FRAMEWORK

- RITMARE Project involves a Community of research groups working on different marine issues and belonging to different thematic areas
- RITMARE Spatial Data Infrastructure (SDI) is built to assure interoperability among geospatial data produced by the different research groups
- RITMARE Data flow from the OGC services made available by the distributed nodes of RITMARE SDI, which are either built on purpose during RITMARE or in other projects (External Nodes)
- Interoperability is obtained by exploiting OGC standards; data are made accessible through the RITMARE Data Portal, an OGC compliant web client



ISSUES

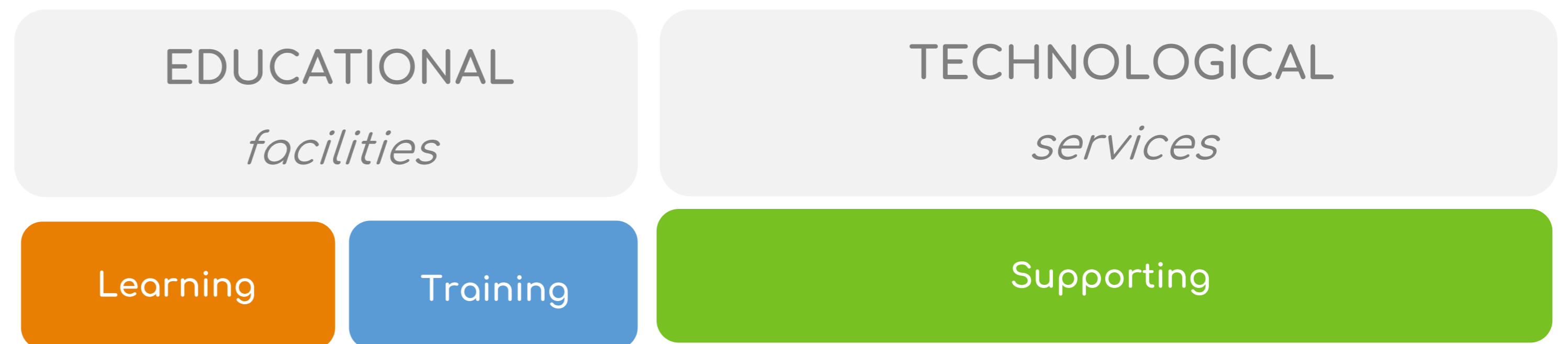
- RITMARE SDI sustainability depends on its data population
- RITMARE Data flows differ according to the research groups' data management practices
- Research groups have different data management practices according to disciplinary domains and to data management competences of their members (about informatics, data policy, data sharing)
- Different research groups need differential support in order to distribute geospatial data through RITMARE SDI Nodes



DESIGNING THE RITMARE HELP DESK

- Survey the RITMARE Community to identify the different data management practices
- Identify different levels of data management competences inside the RITMARE Community thanks to contacts between research groups and RITMARE Data Team
- Identify the Helpdesk activities to support research groups according to their data management competences
- Identify facility tools and service types to enable research groups to acquire new data management competences in order to distribute geospatial data through RITMARE SDI Nodes

HELP DESK SUPPORT ACTIVITIES

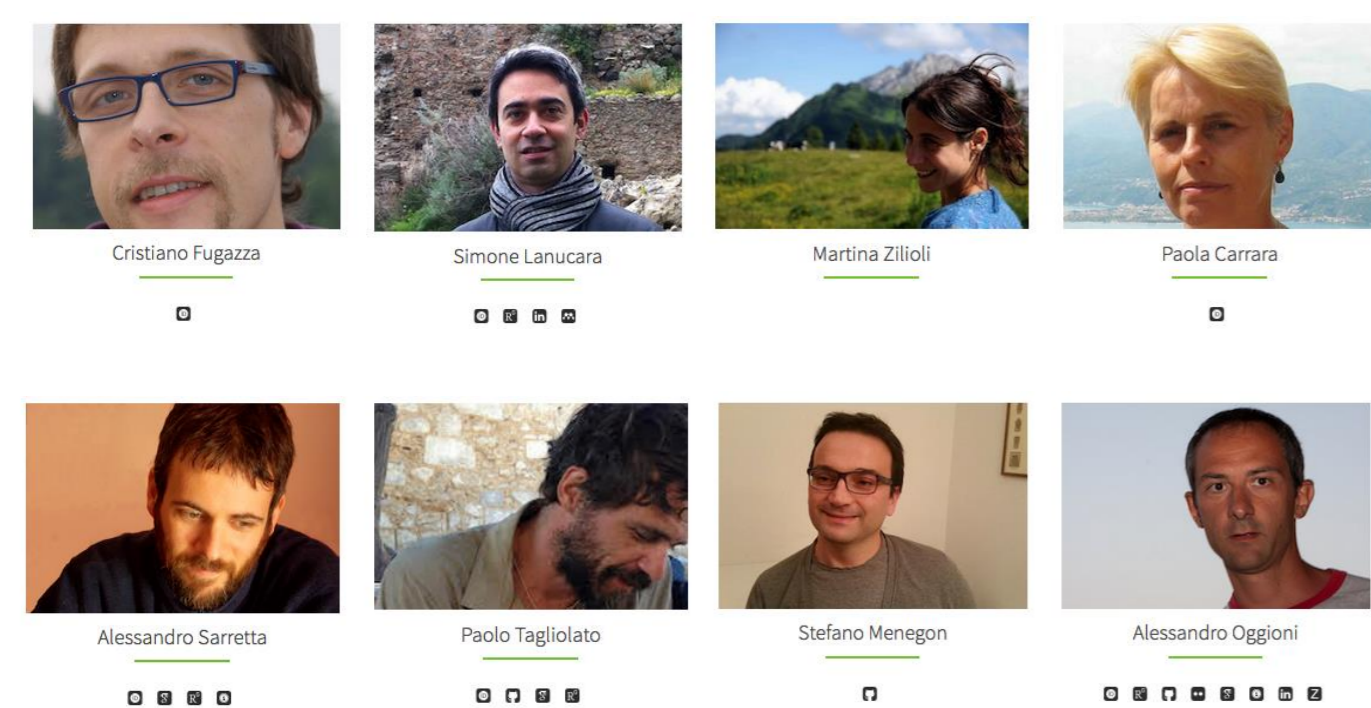


DATA MANAGEMENT COMPETENCE LEVELS



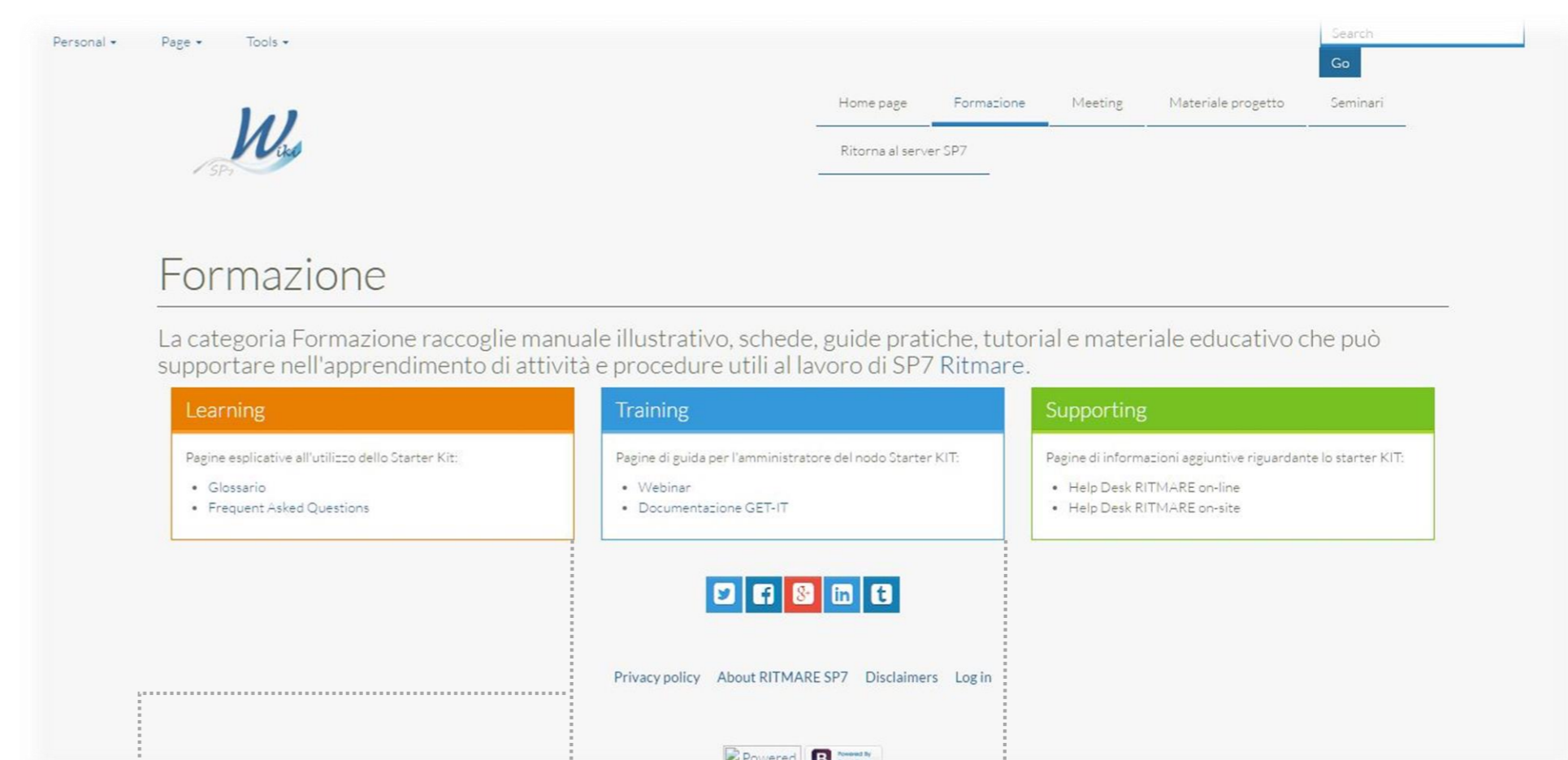
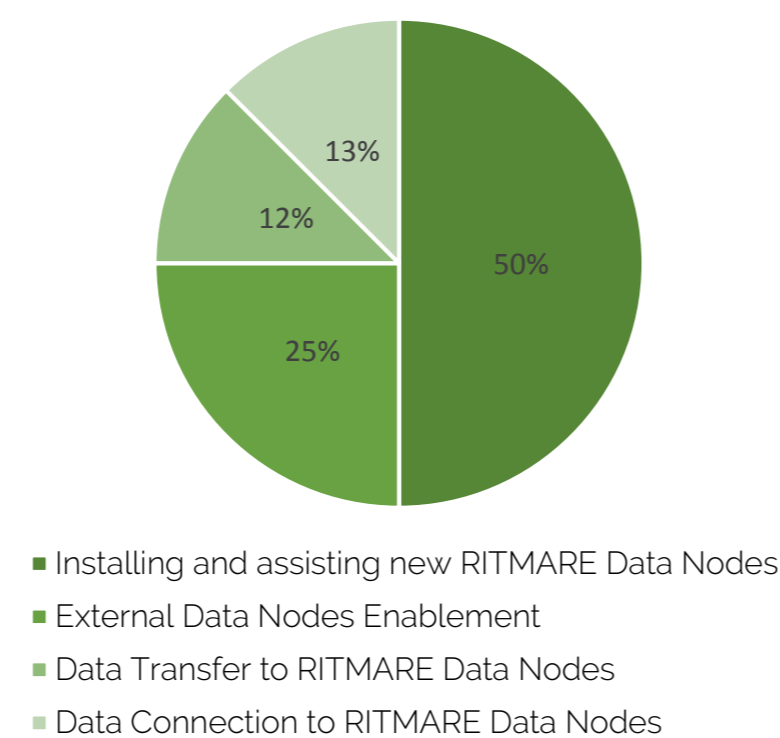
IMPLEMENTING THE RITMARE HELP DESK

- Identify a webplatform to provide facilities to RITMARE Community
- Establish the RITMARE Data Team to create contents and provide assistance through a single contact point



ONLINE AND ONSITE ACTIVITIES

- Two dedicated persons to manage requests and provide technical assistance for:



GLOSSARY
45 items
-Contents related to collection, format, organization, storage, web distribution, access of geospatial data and their metadata

FAQ
24 items
-Contents: RITMARE Data Portal, RITMARE Data Nodes, RITMARE Data Policy

WEBINAR
2 items
-Contents: (I) RITMARE SDI: what is it? Policy and Technological Components; (II) How to create own RITMARE Data Node: GET-IT software suite

INSTRUCTIONS / VIDEO TUTORIAL
-Contents: How to create own RITMARE Data Node: GET-IT software suite

RESULTS

- 20% of new RITMARE SDI Nodes
- 32% of new Data Resources distributed through RITMARE Data Portal
- 15% of target research groups attended every webinar session

CHALLENGES

- To define a workflow to engage scientists in data sharing
- To manage different use-cases
- To manage different raw data formats

REFERENCES

- GET-IT software suite
- RITMARE Data Portal (v.0.0)

ACKNOWLEDGEMENTS

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<http://www.ritmare.it/>



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