

Building Community

Research Computing+HPC

Anita Schwartz
IT-Research CyberInfrastructure

Background



The University of Delaware is a land-grant, sea-grant, and space-grant university.

It is an R1 university with extensive graduate programs and is also dedicated to outstanding undergraduate and professional education.

Delaware is an EPSCoR state.

I have been a part of the University of Delaware as an undergraduate, graduate and employee since 1979.

My official title is a Scientific Application Consultant IV (Research Facilitator) in the central IT Research CyberInfrastructure group; total 5.5 FTEs (1 open position). UD hired a director and established the IT Research CyberInfrastructure group circa 2019.

History



Research Computing Support

- Part of Central IT made up from several people in different groups including Client Support & Services, Network Systems & Services and Security.
- Building trust across campus with IT and partnerships with other IT professionals in the Library, Research Office, Colleges, Centers and Institutions.
- College of Engineering in negotiation with IT wanted to centralize services and support for clusters (50% ENG / 50% IT) circa 2006.
- Push to move all servers and clusters to central IT's Data Center circa 2007.
- Research Computing Task formed circa 2009-2011 resulted in a recommendation for UD to build a community cluster based on the Purdue model.
- **Time to build UD's HPC community ...**

UD's HPC Community



- Establish a mission and expectations for the community; market services; listen to researchers; web and wiki sites; training and outreach
- Utilize a ticketing system for support; hpc-ask Google group established for member to member support.
- Communications is key; Google groups established for clusters; Slack and email lists used for internal; Zoom chat identified for all central IT staff.
- Building relationships and partnerships across campus is so important; identify roles and expertise; promote a welcoming, supportive and respectful environment.
- Outreach to take advantage of as many outside national resources (XSEDE, Internet2), networking with other groups (Campus Champions, VRP, CaRCC, Software Carpentry) and participation in conferences (PEARC, SC) helps to build out your local community to the national level.