

Cyberinfrastructure User Support Panel

Virtual Residency Introductory/Intermediate/Advanced Workshop 2021

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Panelists and Moderator

Moderator

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Question 1:

What are the most common challenges to most institutions or HPC centers supporting HPC users? And how can we minimize the effects of it?

Question 2:

How to differentiate between “Helping users vs doing their jobs”? How often do you encounter it? And how do you handle it?

Question 3:

How do we reach the best results for CI outreach, education and training? And how do you guide users to use HPC resources? Do you develop training materials for novice/intermediate/advanced users?

Question 4:

How do you approach the use of user software and free vs. licensed software?

Question 5:

What software tools have you developed for users or for user support and is it available to the community? How have more interactive tools (such as Open OnDemand) changed the nature and type of users you have to support?

Question 6:

What approaches have you taken towards workforce development that have proven successful? How do you train and onboard new staff in the CI user support area?

Question 7:

What methods and strategies have you personally found the most successful for helping HPC users?

Question 8:

How do you organize HPC accounts and groups, and handle resource allocations (i.e. compute/storage)? Do you allow access to “outside” and/or commercial users?

Questions!