

Optimizing User Support through Synergistic Integration of Helpdesk Systems



NFDI 4
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A Case Study of NFDI4Biodiversity and DataPLANT

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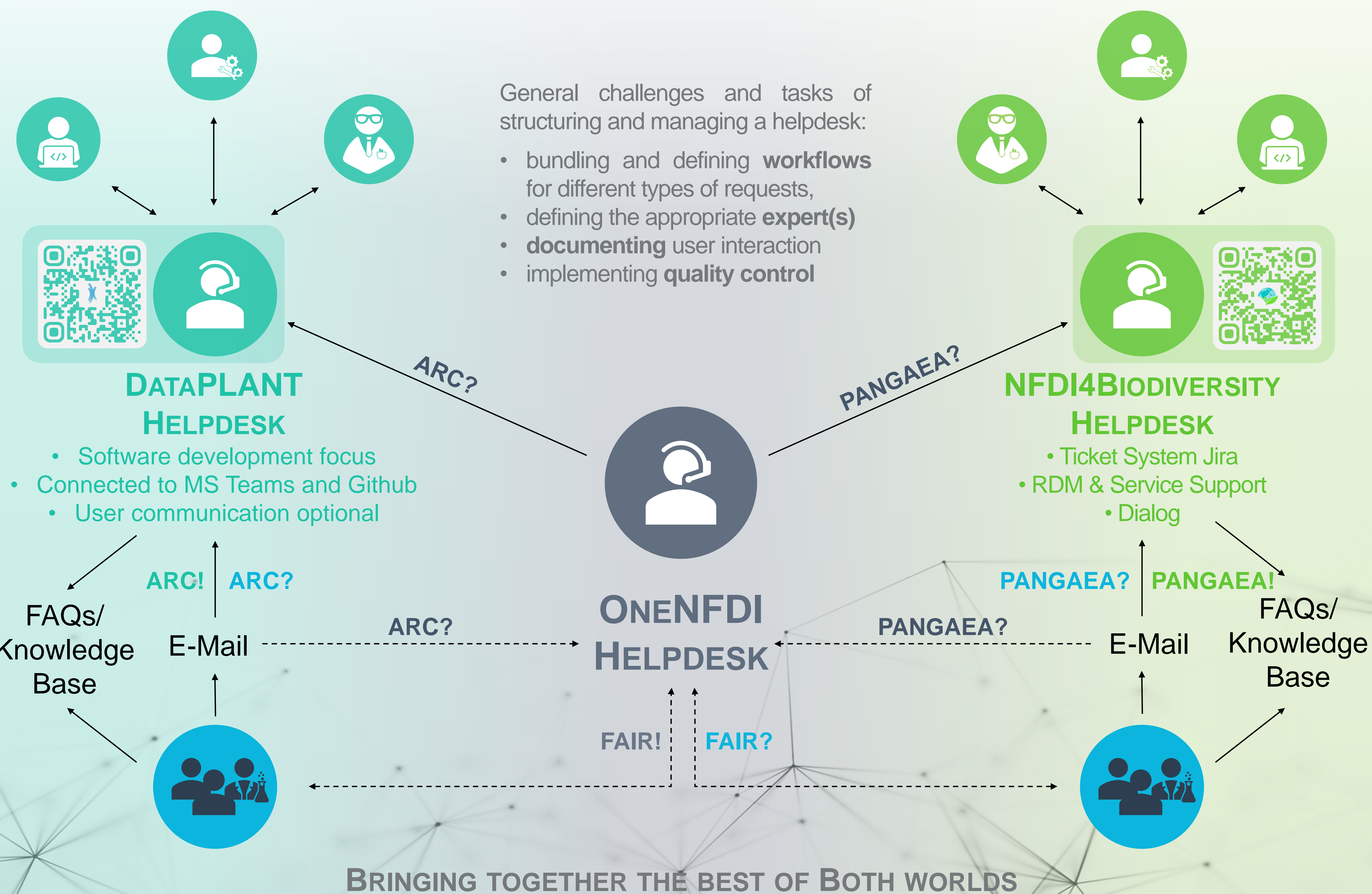
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ONENFDI HELPDESK

Consolidation of helpdesks is a good opportunity to benefit from organizational concepts and to bundle resources, especially if a large part of the community or the data it generates belong to similar disciplines. In an ideal world, a user contacting any NFDI helpdesk would be directed (without additional effort) to the right contact person or information and thus receive expert support independent of the NFDI consortia first contacted. A desirable solution would be for several NFDI consortia to work together to provide a first layer of support for general questions about RDM, the FAIR principles, and similar issues (OneNFDI Helpdesk). A second layer could be a cooperation of several consortia that address user concerns on a discipline-specific basis



OPPORTUNITIES

Shared concepts: Adapt existing Helpdesk concepts rather than each consortium developing its own

Shared resources: Benefit from knowledge pools and already established materials as well as a large pool of experts

OneNFDI: Provide support with a common terminology and based on NFDI-wide best practices

User guidance and satisfaction: Avoid the frustration of a fragmented landscape

Technical interfaces: Leverage established interfaces to route requests where they belong

CHALLENGES

Access rights: Larger pool of potential readers can lead to issues regarding sensitive data, proposals or similar

Technical platform: Connecting different technical platforms may require development and structural reorganisation; a central platform requires agreement on common standards

Commitment: Helpdesk support is resource-intensive and requires the active participation of all partners involved, which often adds on to the overall workload.

Funded by

DFG Deutsche
Forschungsgemeinschaft
German Research Foundation

DataPLANT - Project no. 442077441

NFDI4Biodiversity - Project no. 442032008