



Australian Research Data Commons

Creating a hybrid, sustainable national user support program

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eResearchNZ 2022

The Australian Research
Data Commons is enabled
by NCRIS.



What we will cover today

The ***context***: What is Nectar, the story so far

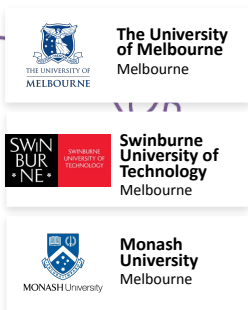
The ***progress***: What we are doing now

The ***future***: Where we are going next

The *context*: What is Nectar, what was done?

ARDC Nectar Research Cloud

Advancing research since 2012



8,000
Virtual Machines



33,000
Physical CPU Cores



150,000+
Virtual CPU Cores



2PB
Object Storage



5PB
File Storage

Supporting Australian research since 2012



17

ARC Centres of Excellence



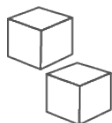
19

Cooperative Research Centres



6

ARC Industrial Transformation Research Hubs



15

NCRIS Capabilities



4

Medical Research Institutes



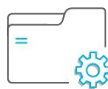
35

Australian Universities



27

Platforms/Virtual Laboratories



4,605

Projects



50,000+

Researchers supported

In 2020/2021 ARDC Nectar Research Cloud supported:



4454

Active users



1935

Projects



320

ARC & NHMRC grants



All

research fields



358

Collaborative multi-institutional projects

Nectar User Support and Training - the beginning



Building Resources



Creating a Online
Distributed Help Desk



Engaging Technical Writer
(0.2FTE) keeping docs
updated



Live training via nodes

Reflecting on that process...

- Great to build out the initial support and documentation
- But couldn't be maintained/sustained in the long term (time poor!/small fraction of wider roles)
- Content also needed to evolve and updated (theory vs practical vs purpose)
- Lack of metrics

Need for a training strategy

- Opted for hiring a dedicated role to coordinate training
- Hybrid model of delivery
- Material review
- Hiring web developer to support UX activity

The *progress*: what we are doing now

Evolving training resources

Pedagogy review:


Launching Virtual Machines

[PREVIOUS](#)[NEXT](#)

i This tutorial is part of the Cloud Starter Series.

[← BACK TO CLOUD STARTER](#)

CATEGORY: Beginner

DIFFICULTY: 

DURATION: 25 minutes

Next Steps

You have:

- Launched a virtual machine in the Nectar Research cloud
- Used the Launch Dialog from the Nectar dashboard.
- Selected a virtual machine Image
- Applied your Security Group/s & your public key
- Applied basic networking using the classic network provider

Evolving training resources

Ensuring all tutorial content on dedicated tutorial site, also improving the user interface.



Nectar Research Cloud tutorials

Build your practical cloud skills with Nectar Research Cloud self-paced online tutorials. Whether you are getting started, increasing your efficiency or looking to hone your cloud skills and make your solutions more sophisticated.

Our technical tutorials are for *beginner*, *intermediate* and *advanced* users and we also explain some of our *non-technical* topics; browse or search our catalog below.

We're bundling together tutorials in *series* of related topics, the first of which, **Cloud Starter Series**, is now published. We will be publishing more tutorials and series soon, be sure to check back.

All Topics ▾ Search tutorials

SERIES
Cloud Starter Series



SERIES
Cloud Two



SERIES
Cloud Expert



Tutorials

HOME SUPPORT CENTRE ONLINE WORKSHOPS NECTAR DASHBOARD

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ALL CATEGORIES ▾ Search tutorials...

SERIES
Cloud Starter Series

17 September 2019

Get started in the Nectar Research Cloud with this tutorial series. Learn how easy it is to launch VMs, storage and more.

SERIES
Cloud Two

16 December 2020

Take the next step to discover some of the more advanced Nectar Research Cloud features.

SERIES
Cloud Expert


16 December 2020

Become a Cloud Expert and learn about the advanced topics and services available on the Nectar Research Cloud.



AUSTRALIAN RESEARCH DATA COMMONS

Live training is back!



TRAINING WEBINAR

Getting started with the ARDC Nectar Research Cloud

[Register Now](#)

ARDC Nectar Research Cloud

FEB 16

Getting Started with Nectar Research Cloud Training

by Australian Research Data Commons

224 followers [Following](#)

Free

[↑](#) [♥](#)

[Register](#)

Incorporating user feedback and demand



Cloud training feedback survey

Let us know how we did! This survey is anonymous, but helps us improve the training materials for future iterations.

Name of Training Attended

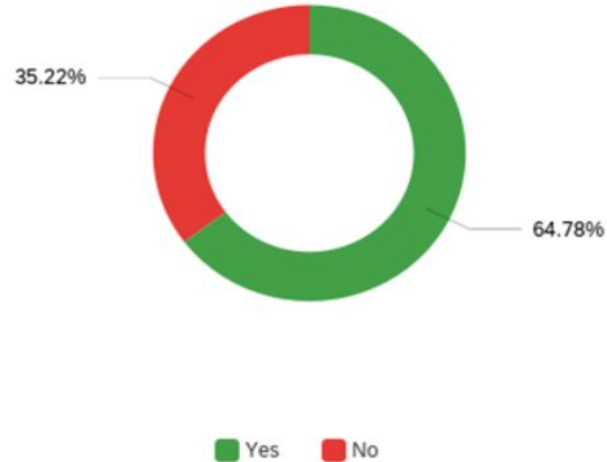
Choose



ARDC's Nectar Research Cloud User Survey Report 2021

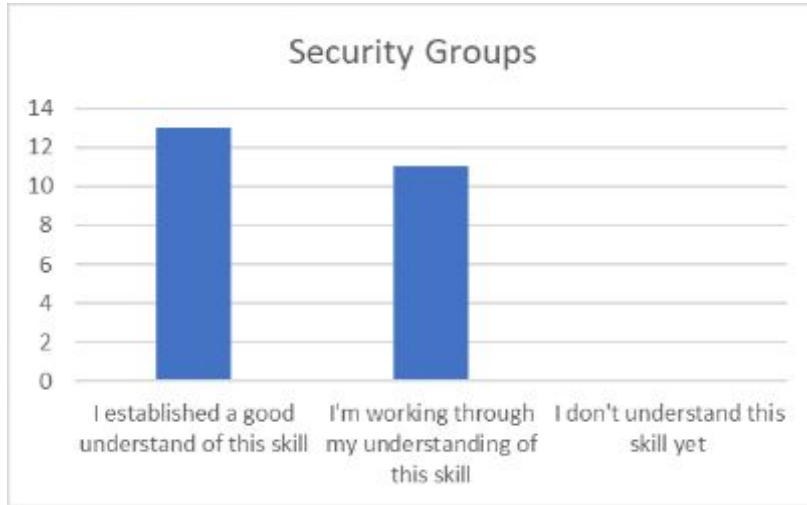
User Survey Data

Q17 - Would you be interested in attending training to develop your security knowledge?



Example of training feedback collected

Reflective Learning Objective data:



Keeps



Changes

Event Engagement



ResBaz
RESEARCH BAZAAR

The future: Grand plans

Building a National Community



Continue Training, shifting
focus to Advanced



Find new champions through
the nodes

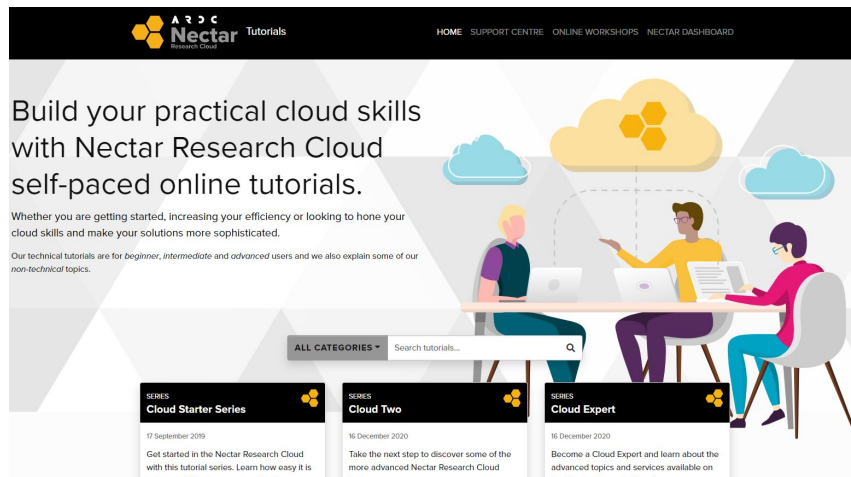


Administrative Support



Expand reach

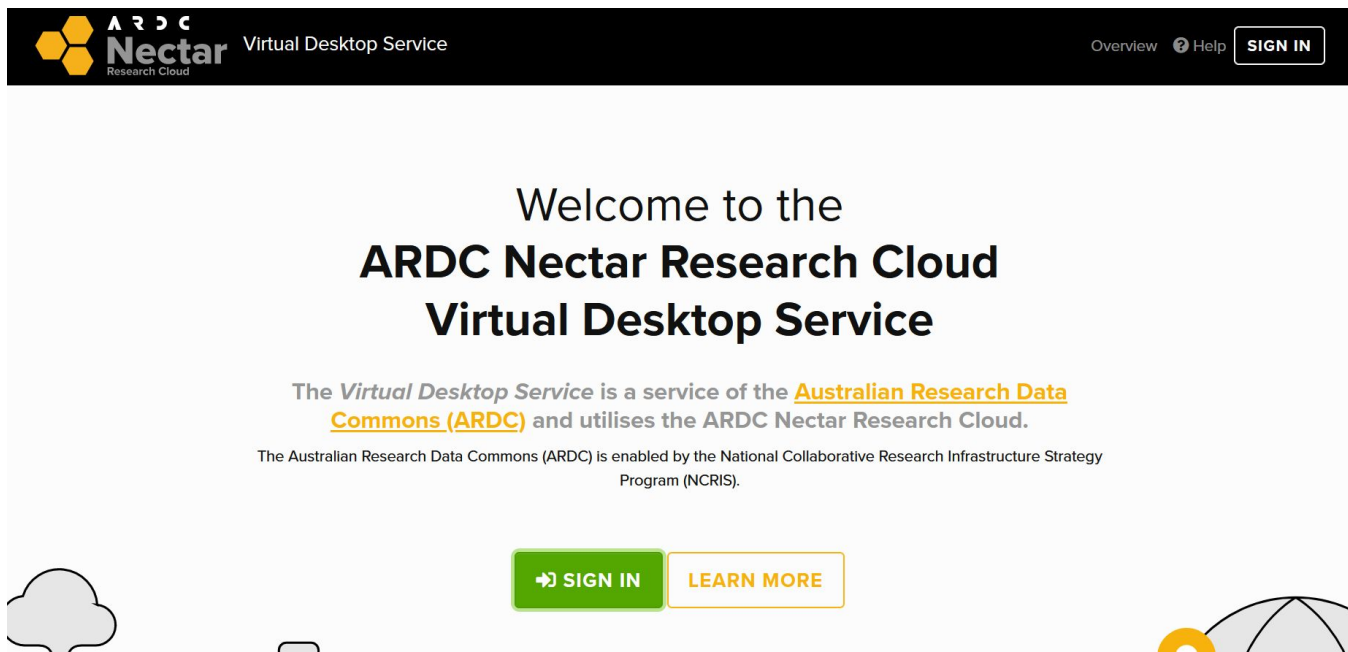
Blended learning



The screenshot shows the Nectar Research Cloud Tutorials website. The header includes the ARDC Nectar Research Cloud logo and navigation links: HOME, SUPPORT CENTRE, ONLINE WORKSHOPS, and NECTAR DASHBOARD. The main heading reads: "Build your practical cloud skills with Nectar Research Cloud self-paced online tutorials." Below this, a paragraph states: "Whether you are getting started, increasing your efficiency or looking to hone your cloud skills and make your solutions more sophisticated. Our technical tutorials are for beginner, intermediate and advanced users and we also explain some of our non-technical topics." An illustration depicts three people sitting at a table with laptops, with clouds and hexagonal icons above them. A search bar is labeled "ALL CATEGORIES" and "Search tutorials...". Three tutorial series are listed:

SERIES	Cloud Starter Series	Cloud Two	Cloud Expert
17 September 2019	Get started in the Nectar Research Cloud with this tutorial series. Learn how easy it is to launch VMs, to connect to the...	16 December 2020	Take the next step to discover some of the more advanced Nectar Research Cloud features.
16 December 2020			Become a Cloud Expert and learn about the advanced topics and services available on the Nectar Research Cloud.

Making the onramp easier - focus on advanced skills



What's the recipe here?

- National partners (Distributed Help Desk)
- Blended learning materials
- Reduce technical barrier to entry
- Incentivising nodes to become trainers
- Standard live training materials



Contact Support Team

Request help from our Support Team by creating a support ticket.

[REQUEST HELP →](#)

ARDC Nectar Research Cloud Tutorials

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16 December 2019

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What can I do?


- Assess where your training program is? (just starting? Needed? developed ?)
- Find champions within your organisation who can support (stakeholders)
- Begin resource sourcing
- Call out for community!



Australian Research Data Commons

Thank you

www.ardc.edu.au

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