



# Component Report

**Project Acronym:** OpenUp!  
**Grant Agreement No:** 270890  
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## C7.1.1 Key staff for the Helpdesk Network identified

**Revision:**  
Final Version (updated)

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Dissemination Level		
P	Public	X
C	Confidential, only for members of the consortium and the Commission Services	

## **REVISION HISTORY AND STATEMENT OF ORIGINALITY**

### **Revision History**

<b>Revision</b>	<b>Date</b>	<b>Author</b>	<b>Organisation</b>	<b>Description</b>
Draft 1	July 17 <sup>th</sup> , 2011	Boris Jacob	MRAC	First draft of the component
Draft 2	July 26 <sup>th</sup> , 2011	Boris Jacob, Patricia Mergen	MRAC	Incorporating proposed changes from 1 <sup>st</sup> review
Draft 3	August 10 <sup>th</sup> , 2011	Boris Jacob, Pere Roca Ristol	MRAC, MNHN (GBIF France)	Incorporating proposed changes from 2 <sup>nd</sup> review
Final draft	September 7 <sup>th</sup> , 2011	Boris Jacob, Patricia Mergen, Petra Böttinger, Janno Jögeva	MRAC	Incorporating proposed changes from 3 <sup>rd</sup> review, adapted list of competences
Final Version (updated)	November 17 <sup>th</sup> , 2011	Boris Jacob	MRAC	Updated email addresses and responsibilities, corrected revision history and distribution
Final version (updated, edited)	November 17 <sup>th</sup> , 2011	Coordination Team	BGBM	Minor editing

### **Statement of Originality:**

This deliverable contains original unpublished work except where clearly indicated otherwise. Acknowledgement of previously published material and of the work of others has been made through appropriate citation, quotation or both.

### **Distribution**

<b>Recipient</b>	<b>Date</b>	<b>Version</b>	<b>Accepted YES/NO</b>
WP7 leader	July 18 <sup>th</sup> , 2011	Draft 1	YES
WP7 leader, GBIF FR	July 26 <sup>th</sup> , 2011	Draft 2	YES
WP7 members, BioCAsE Helpdesk	August 10 <sup>th</sup> , 2011	Draft 3	YES
WP7 leader, WP1	September 7 <sup>th</sup> , 2011	Final Draft	YES
Project Coordinator	November 18 <sup>th</sup> , 2011	Final Version (updated, edited)	YES



## 1 Introduction

Chapter 1 of this component lists the key staff for the OpenUp! Helpdesk Network (task 7.1.i).

Chapter 2 describes the functions of the test installation of the Helpdesk online environment, where users have access to documentation, FAQ-documentation, a discussion forum (see task 7.1.ii), and a test question and answer dispatching system (see task 7.1.iii).

In Chapter 3 themes of interest for the OpenUp! Helpdesk users have been identified: The OpenUp! project and related projects, technical aspects, as well as copyright and IPR. Those are shown in a chart showing the areas of competence of the key staff for the OpenUp! Helpdesk Network.

## 2 Key Staff for the OpenUp! Helpdesk Network

The Key Staff listed hereunder represents members of WP7 plus the BioCASE Helpdesk. The list is not meant to be final and partners of the project, as well as interested experts in the domain are welcome to join the Helpdesk Network. The infrastructure allows for users to participate, also if they just have a few person months for the project, or even for people that are associated with the project but not funded by it.

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BioCASE Helpdesk	<a href="http://www.biocase.org/help_desk">http://www.biocase.org/help_desk</a> (BH) / support@biocase.org

## 3 Helpdesk infrastructure

The OpenUp! Helpdesk infrastructure hosted and managed at the MRAC is available in a test version at <http://open-up.helpdesk.africamuseum.be/>. It consists of a file browser where users have access to documentation, a forum with FAQ-documentation and the possibility to discuss



questions (see task 7.1.ii), and a prototype of a question and answer dispatching system (see task 7.1.iii) at [openup.helpdesk@afriamuseum.be](mailto:openup.helpdesk@afriamuseum.be).

Users can send an email to the dispatching system where the question will be dispatched manually to those of the key staff with the expertise to answer the question. Both question and answer will also be recorded in the Q and A forum to build a FAQ-corpus that other users can relate to.

Registered users can also post their questions directly to one of the thematic forums at <http://open-up.helpdesk.afriamuseum.be/forum> Registration is open for OpenUp! and associated partners.

Documentation material is uploaded to the Helpdesk and made accessible via the file browser at [http://open-up.helpdesk.afriamuseum.be/file\\_browser](http://open-up.helpdesk.afriamuseum.be/file_browser), which the forum is also interlinked with.

As with the Key Staff for the OpenUp! Helpdesk Network the Helpdesk infrastructure is not final but will be further developed towards C7.1.2, C7.1.3 and C7.1.4. Besides the connection to the BioCASE Helpdesk a connection to the GBIF Helpdesk is foreseen.

#### **4 List of Key Staff Competences**

The chart on the following page shows the key staff for the OpenUp! Helpdesk Network and their fields of expertise. The general Q and A themes are divided into different aspects users can subscribe to via the forums of the Helpdesk infrastructure.



### List of Competences of the Key Staff for the OpenUp! Helpdesk Network

Q and A Themes	Aspects	AA	AH	BH	BJ	FT	JD	JJ	KR	PM	PR	PW*
<b>Projects</b>												
OpenUp!	General Information				X					X		
Europeana	General Information				X					X		
GBIF	General Information	X	X						X	X	X	
BioCASE	General Information		X	X		X					X*	
<b>Technical questions</b>												
BioCASE	Provider Software Installation & Customisation					X		X			X*	
Data exchange schemas	XML					X		X				
	XSLT					X						
	ABCD							X*			X*	
	ESE / EDM											
Programming language	Python					X		X				
Apache Webserver	Installation & configuration					X		X*				
Linux based systems	General questions about usage and administration					X		X*				
Windows based systems	General questions about usage and administration					X		X*				
MAC OS based systems	General questions about usage and administration										X	
Database systems	Development, maintenance, administration and configuration for network use		X			X		X*			X	
	MySQL		X			X		X*			X	
	PostgreSQL		X			X					X	
	Oracle		X			X						
	SQL Server		X			X						
	Access		X			X			X		X	
	ODBC		X			X					X	
	Sybase							X*				
	Excel		X			X		X			X	
Multimedia content	Files and Formats					X		X	X			
<b>Copyright and IPR questions</b>												
Copyright and IPR	General Information				X					X		
	Creative Commons				X					X		
	GBIF IPR Framework									X		
	Europeana Data Exchange Agreement				X					X		

Legend: \* = in training; **AA** = Anne-Sophie Archambeau; **AH** = André Heughebaert; **BH** = BioCASE Helpdesk; **BJ** = Boris Jacob; **FT** = Franck Theeten; **JD** = James Davy; **JJ** = Janno Jõgeva; **KR** = Klaus Riede; **PM** = Patricia Mergen; **PR** = Pere Roca Ristol; **PW** = Paul Van Wambeke