

MILESTONE REPORT

Project Acronym: OpenUp!

Grant Agreement No: 270890

Project Title: Opening up the Natural History Heritage for Europeana

MS08 - Online helpdesk infrastructure installed and functional

Revision: Final

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

0 REVISION AND DISTRIBUTION HISTORY AND STATEMENT OF ORIGINALITY

Revision History

Revision	Date	Author	Organisation	Description
1	2012-03-06	B. Jacob, J. Davy	MRAC, NBGB	Changing versioning of the helpdesk infrastructure from “test” to “live”.
1	2012-03-06	P. Mergen	MRAC	Reviewing text, changing a few items and approval to send to coordination
2	2012-03-06	B. Jacob	MRAC	Minor editorial changes
2a	2012-03-07	Coordination Team	BGBM	Minor editing

The test version of the helpdesk has been continuously updated since its installation in the first half of the first project year. It receives steady input from project participants, especially from WP7.

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This deliverable contains original unpublished work except where clearly indicated otherwise.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

Recipient	Date	Version	Accepted YES/NO
Work Package Leader	2012-03-06	1	YES
Project Coordinator	2012-03-07	2a	YES

MRAC (Royal Museum for Central Africa) and NBGB (National Botanic Garden of Belgium) have been implementing a helpdesk online environment, where providers have access to documentation, FAQ-documentation, a discussion forum, and contact addresses (email and phone)¹.

The task of the helpdesk is to assist partners and content providers of the OpenUp! project and to reach out to prospective associated partners. Since summer 2011, the test-installation has already been used to support this work. As of now, the versioning of the helpdesk infrastructure has been changed from “test” to “live”.

The Helpdesk Facility of the OpenUp! project is now installed, functional and accessible at <http://openup.cybertaxonomy.africamuseum.be>. For dissemination purposes the following URL can be used: <http://openup.helpdesk.africamuseum.be> which is in accordance with the e-mail address openup.helpdesk@africamuseum.be. Additional contact information are given in the footer of every page

Over the primary links menu on the top right users of the helpdesk have now access to:

- the FAQ section,
- Version 1 of the OpenUp! Guidelines,
- additional annotated information resources,
- the Forums, where users can ask specific questions and add comments after logging on to the helpdesk site,
- a link to the Project Website.

For the upcoming months it is planned to:

- continuously update the content on the helpdesk (Questions and Answers, OpenUp! Guidelines, identified documentation),
- continuously answer questions and enhance the dispatching system,
- further incorporate the helpdesk into the outreach strategy to attract new content providers.

¹ As described in the OpenUp! - Workplan Tables, p.19