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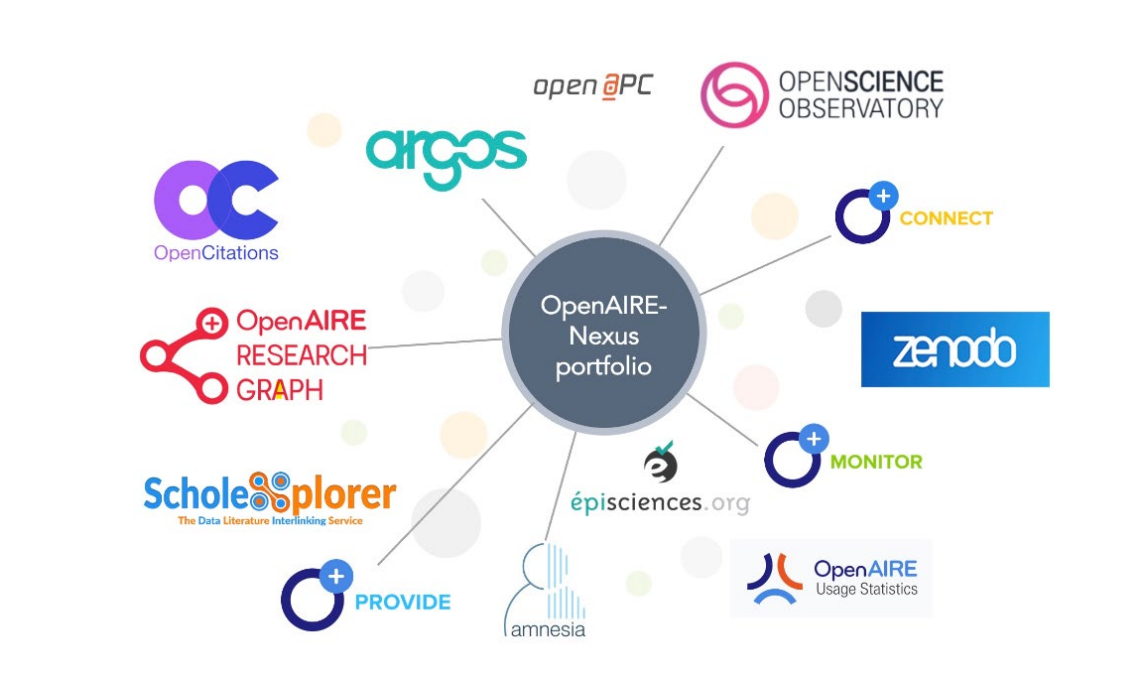[1] University of Minho

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OpenAIRE services support and training: assisting research life cycle on the road to EOSC

Abstract

With this poster we aim to present and **highlight the main take-aways and results of the OpenAIRE-Nexus project**, especially for the Open Science community and EOSC users (researchers, research communities, service providers, research organisations, funders, policy makers, research infrastructures, developers, SMEs, citizen scientists) **demonstrating some of the achievements accomplished by the project, when it comes to support and training related issues**.

OpenAIRE-Nexus project aimed to deliver a Virtual Access to the PUBLISH, MONITOR, and DISCOVER service portfolios to all EOSC users by ensuring the services were properly onboarded in the EOSC.

During the project it was delivered, created, collected, compiled and adjusted **dissemination materials for the OpenAIRE-Nexus portfolio services**, targeting the broad range of actors in open science. The materials meant to be aligned with the multi experience outreach, engagement task (Open Science Practice Corners) and support and training activities.

With the aim of increasing interaction with potential service users, it was continued and expanded the community calls. The main goal is to present and discuss recent developments for each service, upcoming releases, suggestions for new enhancements, features, and usability issues. This is where the solidity of OpenAIRE services are consolidated, which we highlight the ARGOS, MONITOR, CONNECT and the pioneer, already established since 2019, the PROVIDE Community call.

When it comes to Support it was maintained and provided usage, technical, and legal support related to OpenAIRE-Nexus services. By that we mean the **upgrade and combination of the existing support material** (guides and factsheets) offered by the installations and linked to the Open Science Practice Corners, in order to reach out to a bigger audience of non-trained users. But also the development of **video tutorials** in combination with other support materials, repackaging and built a communication and support path for all users, via OpenAIRE catalogue.

The reinforcement of the support given to the community of users of OpenAIRE services has as its basic structure in the **helpdesk system** (FAQs, guides, ticketing). Within this project it was improved and integrated into the EOSC infrastructure helpdesk service, thus responding in a global way to a question and vision also present in the general statement of this project.

Regarding tog **Training,** the project put in place a set of public webinars and technical sessions, along with training events, all mainly online, using content material produced and updated during the project (tutorials, guides and factsheets). To reach out bigger audience and increase impact, this activity was pull together working straight with OpenAIRE NOADs network, complemented with OpenAIRE AMKE e-learning platform (OpenPlato), thus ensuring that all training materials could find their way in the EOSC training catalogue (EOSC Core).

Conference Themes

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- *Collaborative development*
- *Open licensing and the new wave of EU data legislation.*
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Openness in research & education

- *Open Education*
- *Open Educational resources (OERs)*

Public Engagement & Citizen Science

- *Community driven research initiatives*
- *Tools and technology for public engagement*
- *Open data and scientific literacy*

Keywords

OpenScience, research e-infrastrucuture, EOSC, support and training

Audience

Policy makers and funders, researchers, research Infrastructures and research communities, repository managers, publishers and content providers, libraries, research administrators, service providers and innovators.

References

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